

NJT ATTACHMENT EXCEL SPREADSHEETS COUNTY OF GLOUCESTER

- ***2013 Actual Expenditures by
funding source***
- ***2015 Proposed budget by
funding source***

Senior Citizens and Disabled Resident Transportation Program
Budget Analysis
Actual Expenditures
County of Gloucester

County:
Actual 2013 Expenditures

FUNDING SOURCE	SCDRTAP	COUNTY	FTA 5311	Title III	Title XIX	Title XX
Operating	Amount	Amount	Amount	Amount	Amount	Amount
Salaries/Fringe	\$408,417.00	\$444,170.00	\$178,100.00	\$30,486.00	\$0.00	\$0,733.00
Licenses, Registration, Ins	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Third Party Contract Svcs	\$2,380.00	\$136,782.00	\$0.00	\$0.00	\$0.00	\$0.00
Maintenance & Repairs	\$31,258.00	\$27,654.00	\$0.00	\$0.00	\$0.00	\$5,000.00
Materials Consumed	\$40,160.00	\$28,708.00	\$28,000.00	\$0.00	\$0.00	\$4,000.00
Training/Travel	\$615.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Miscellaneous	\$755.00	\$974.00	\$0.00	\$0.00	\$0.00	\$0.00
Funding Source Subtotal	\$461,566.00	\$638,288.00	\$224,100.00	\$30,486.00	\$0.00	\$9,733.00
% Funding Source Total	75%	47%	100%	40%	0%	4%
FUNDING SOURCE	SCDRTAP	COUNTY	FTA 5311	Title III	Title XIX	Title XX
Administration	Amount	Amount	Amount	Amount	Amount	Amount
Salaries/Fringe	\$71,305.00	\$84,359.00	\$0.00	\$45,699.00	\$0.00	\$31,000.00
Standard Overhead/Indirect Costs	\$99,000.00	\$940,288.00	\$0.00	\$0.00	\$0.00	\$0.00
Facilities or Equipment Rental	\$0.00	\$1,016.00	\$0.00	\$0.00	\$0.00	\$0.00
Third Party Contract Svcs	\$0.00	\$913.00	\$0.00	\$0.00	\$0.00	\$0.00
Office Supplies	\$0.00	\$1,098.00	\$0.00	\$0.00	\$0.00	\$0.00
Training/Travel	\$386.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Marketing/Advertising (non-contracted)	\$60.00	\$147.00	\$0.00	\$0.00	\$0.00	\$0.00
Insurance premium or payment to a self-insurance reserve	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Miscellaneous	\$0.00	\$420.00	\$0.00	\$0.00	\$0.00	\$0.00
Funding Source Subtotal	\$160,756.00	\$708,246.00	\$0.00	\$46,699.00	\$0.00	\$31,000.00
% Funding Source Total	26%	53%	0%	6%	0%	5%
FUNDING SOURCE	SCDRTAP	COUNTY	FTA 5311	Title III	Title XIX	Title XX
Capital	Amount	Amount	Amount	Amount	Amount	Amount
Rolling Stock	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Radio's & Communication Equipment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Passenger Shelters/Bus Stop Signs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Lifts or Securement Devices	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Vehicle Rehabilitation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Computer Hardware/Software	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Construction or Rehab of Transit Facility	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Facilities or Equipment Rental	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Miscellaneous	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Funding Source Subtotal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
% Funding Source Total	0%	0%	0%	0%	0%	0%
Budget Totals	\$642,352.00	\$1,346,534.00	\$204,100.00	\$78,185.00	\$0.00	\$40,733.00
% of Program Budget Total	23%	48%	7%	3%	0%	2%

Senior Citizens and Disabled Resident Transportation Program
Budget Analysis
Actual Expenditures
County of Gloucester

County:
Actual 2013 Expenditures

FUNDING SOURCE	JARC	Veterans	New Freedom	Other	Other	Ops Budget Totals
Amount	%	Amount	%	Amount	%	Amount
Salaries/Fringe	\$185,898.00	86%	\$193,393.00	81%	\$0.00	\$1,459,161.00
Licenses, Registration, Ins	\$0.00	0%	\$0.00	0%	\$0.00	\$0.00
Third Party Contract Svcs	\$5,114.00	4%	\$27,137.00	13%	\$0.00	\$174,423.00
Maintenance & Repairs	\$0.00	0%	\$5,525.00	3%	\$0.00	\$19,569,538.00
Materials Consumed	\$15,000.00	7%	\$7,000.00	3%	\$0.00	\$123,388.00
Training/Travel	\$0.00	0%	\$0.00	0%	\$0.00	\$615.00
Miscellaneous	\$0.00	0%	\$0.00	0%	\$0.00	\$1,729.00
Funding Source Subtotal	\$206,010.00	100%	\$206,155.00	100%	\$0.00	\$1,629,634.00
% Funding Source Total	95%	90%	90%			65%
FUNDING SOURCE	JARC	Veterans	New Freedom	Other	Other	Admin Budget Totals
Amount	%	Amount	%	Amount	%	Amount
Salaries/Fringe	\$0.00	0%	\$0.00	0%	\$0.00	\$212,398.00
Standard Overhead/Indirect Costs	\$28,687.00	100%	\$23,615.00	100%	\$0.00	\$792,540.00
Facilities or Equipment Rental	\$0.00	0%	\$0.00	0%	\$0.00	\$1,015.00
Third Party Contract Svcs	\$0.00	0%	\$0.00	0%	\$0.00	\$813.00
Office Supplies	\$0.00	0%	\$0.00	0%	\$0.00	\$1,098.00
Training/Travel	\$0.00	0%	\$0.00	0%	\$0.00	\$388.00
Marketing/Advertising (non-contracted)	\$0.00	0%	\$0.00	0%	\$0.00	\$207.00
Insurance premium or payment to a self-insurance reserve	\$0.00	0%	\$0.00	0%	\$0.00	\$0.00
Miscellaneous	\$0.00	0%	\$0.00	0%	\$0.00	\$420.00
Funding Source Subtotal	\$28,687.00	100%	\$23,615.00	100%	\$0.00	\$998,945.00
% Funding Source Total	11%	10%	10%			35%
FUNDING SOURCE	JARC	Veterans	Other	Other	Other	Capital Budget Totals
Amount	%	Amount	%	Amount	%	Amount
Rolling Stock	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Radios & Communication Equipment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Passenger Shelters/Bus Stop Signs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Lifts or Securement Devices	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Vehicle Rehabilitation	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Computer Hardware/Software	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Construction or Rehab of Transit Facility	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Facilities or Equipment Rental	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Miscellaneous	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Funding Source Subtotal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
% Funding Source Total	0%	0%	0%	0%	0%	0%
Budget Totals	\$235,697.00	\$30,428.00	\$231,770.00	\$0.00	\$0.00	\$2,627,779.00
% of Program Budget Total	8%	1%	8%	0%	0%	100%

Senior Citizens and Disabled Resident Transportation Program
 Budget Analysis
 Proposed Expenditures
 County of Gloucester

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	County: Gloucester												
2	Proposed 2015 Budget												
3	FUNDING/SOURCE	SCDR/TAP	COUNTY	FTA 5311	Title III	Title XIX	Title XX						
4	Operating	Amount	%	Amount	%	Amount	%						
5	Salaries/Fringe	\$296,600.00	83%	\$937,826.00	88%	\$30,466.00	100%	\$0.00	0%	\$0.00	0%	\$20,733.00	70%
6	Licenses, Registration, Ins	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
7	Third Party Contract Svcs	\$1,200.00	0%	\$165,000.00	14%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
8	Maintenance & Repairs	\$20,000.00	6%	\$30,425.00	3%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$5,000.00	17%
9	Materials Consumed	\$37,500.00	11%	\$23,725.00	2%	\$25,000.00	12%	\$0.00	0%	\$0.00	0%	\$4,000.00	13%
10	Training/Travel	\$700.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
11	Miscellaneous	\$750.00	0%	\$1,250.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
12	Funding Source Subtotal	\$356,750.00	100%	\$1,158,226.00	100%	\$203,187.00	100%	\$30,466.00	100%	\$0.00	0%	\$28,733.00	100%
13	% Funding Source Total	76%	56%	100%	40%	48%							
14	FUNDING/SOURCE	SCDR/TAP	COUNTY	FTA 5311	Title III	Title XIX	Title XX						
15	Administration	Amount	%	Amount	%	Amount	%						
16	Salaries/Fringe	\$52,315.00	46%	\$55,847.00	12%	\$0.00	0%	\$45,699.00	100%	\$0.00	0%	\$31,000.00	100%
17	Standard Overhead/Indirect Costs	\$80,000.00	53%	\$725,933.00	89%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
18	Facilities or Equipment Rental	\$0.00	0%	\$2,050.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
19	Third Party Contract Svcs	\$0.00	0%	\$800.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
20	Office Supplies	\$0.00	0%	\$1,150.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
21	Training/Travel	\$1,150.00	1%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
22	Marketing/Advertising (non-contracted)	\$250.00	0%	\$150.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
23	Insurance premium or payment to a	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
24	Miscellaneous	\$0.00	0%	\$250.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
25	Funding Source Subtotal	\$113,715.00	100%	\$826,180.00	100%	\$0.00	100%	\$45,699.00	100%	\$0.00	0%	\$31,000.00	100%
26	% Funding Source Total	24%	42%	0%	60%	51%							
27	FUNDING/SOURCE	SCDR/TAP	COUNTY	FTA 5311	Title III	Title XIX	Title XX						
28	Capital	Amount	%	Amount	%	Amount	%						
29	Rolling Stock	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!
30	Radios & Communication Equipment	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!
31	Passenger Shelters/Bus Stop Signs	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!
32	Lifts or Securement Devices	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!
33	Vehicle Rehabilitation	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!
34	Computer Hardware/Software	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!
35	Construction or Rehab of Transit Facility	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!
36	Facilities or Equipment Rental	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!
37	Miscellaneous	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!
38	Funding Source Subtotal	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!
39	% Funding Source Total	0%	0%	0%	0%	0%	0%	\$0.00	0%	\$0.00	0%	\$0.00	0%
40	Budget Totals	\$470,465.00		\$1,984,406.00		\$203,187.00		\$76,165.00		\$0.00		\$60,733.00	
41	% of Program Budget Total	14%	61%	6%	2%	0%	2%						

Senior Citizens and Disabled Resident Transportation Program
 Budget Analysis
 Proposed Expenditures
 County of Gloucester

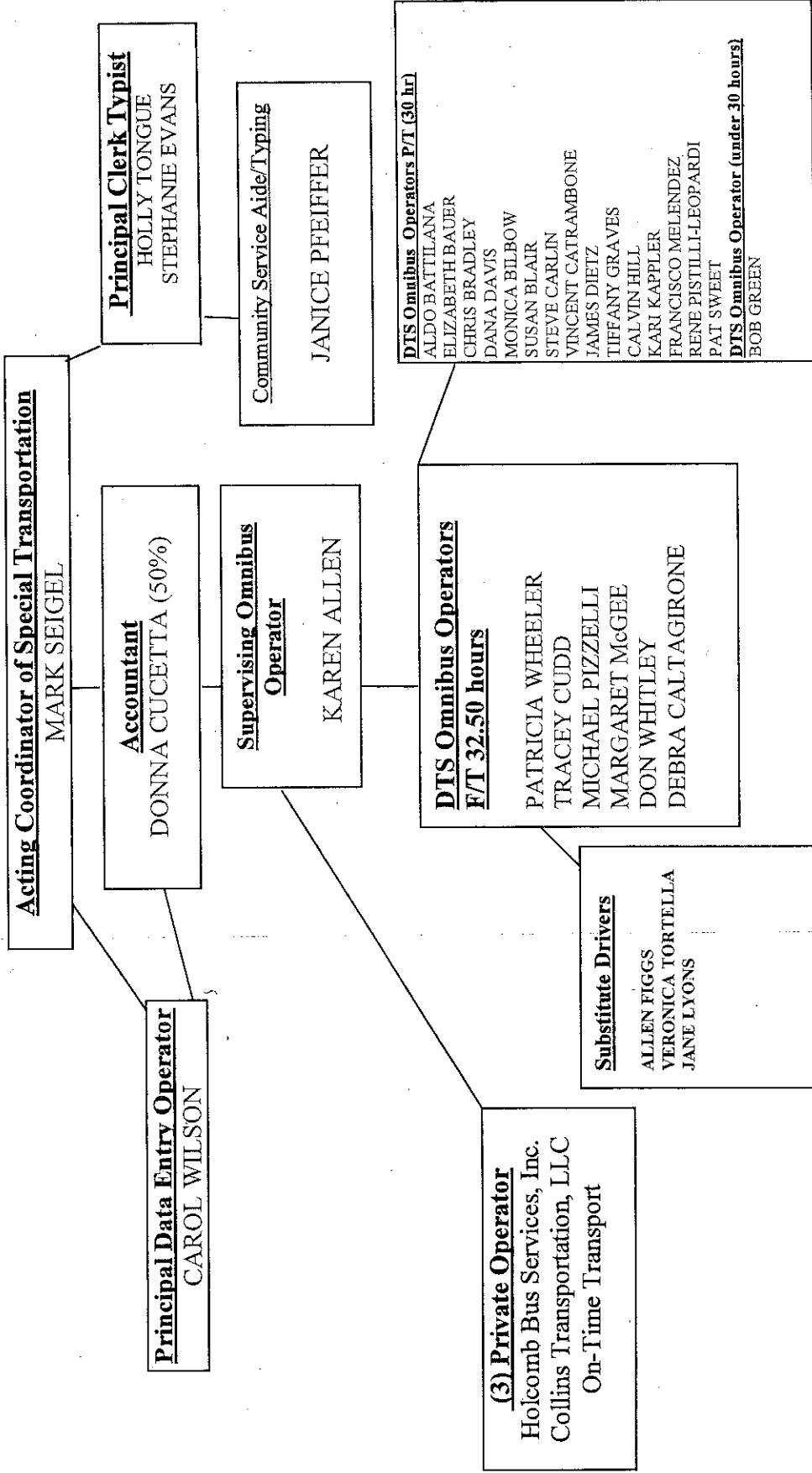
	A	N	O	P	Q	R	S	T	U	V	W	X	Y
1	County: Gloucester												
2	Proposed 2015 Budget												
3	FUNDING SOURCE	JARC											
4	Operating	Amount	%										
5	Salaries/Fringe	\$117,000.00	81%										
6	Licenses, Registration, Ins	\$0.00	0%										
7	Third Party Contract Svcs	\$15,000.00	10%										
8	Maintenance & Repairs	\$0.00	0%										
9	Materials Consumed	\$12,000.00	8%										
10	Training/Travel	\$0.00	0%										
11	Miscellaneous	\$0.00	0%										
12	Funding Source Subtotal	\$144,000.00	100%										
13	% Funding Source Total	90%											
14	FUNDING SOURCE	JARC											
15	Administration	Amount	%										
16	Salaries/Fringe	\$0.00	0%										
17	Standard Overhead/Indirect Costs	\$16,000.00	100%										
18	Facilities or Equipment Rental	\$0.00	0%										
19	Third Party Contract Svcs	\$0.00	0%										
20	Office Supplies	\$0.00	0%										
21	Training/Travel	\$0.00	0%										
22	Marketing/Advertising (non-contracted)	\$0.00	0%										
23	Insurance premium or payment to a self-insurance reserve	\$0.00	0%										
24	Miscellaneous	\$0.00	0%										
25	Funding Source Subtotal	\$16,000.00	100%										
26	% Funding Source Total	10%											
27	FUNDING SOURCE	JARC											
28	Capital	Amount	%										
29	Rolling Stock	\$0.00	#DIV/0!										
30	Radios & Communication Equipment	\$0.00	#DIV/0!										
31	Passenger Shelters/Bus Stop Signs	\$0.00	#DIV/0!										
32	Lifts or Securement Devices	\$0.00	#DIV/0!										
33	Vehicle Rehabilitation	\$0.00	#DIV/0!										
34	Computer Hardware/Software	\$0.00	#DIV/0!										
35	Construction or Rehab of Transit Facility	\$0.00	#DIV/0!										
36	Facilities or Equipment Rental	\$0.00	#DIV/0!										
37	Miscellaneous	\$0.00	#DIV/0!										
38	Funding Source Subtotal	\$0.00	0%										
39	% Funding Source Total	0%											
40	Budget Totals	\$160,000.00											
41	% of Program Budget Total	5%											

**NJT ATTACHMENT A
COUNTY OF GLOUCESTER**

➤ ***Division of Transportation Services
under the Department of Human Services***

Board Of Chosen Freeholders
Freeholder Liaison Adam J. Taliaferro
County Administrator Chad M. Bruner
Department of Human Services
DIRECTOR, LISA CERNY

May 21, 2014



**NJT ATTACHMENT B
COUNTY OF GLOUCESTER
APPROVED VENDORS'
*ORGANIZATIONAL CHARTS***

- ***Collins Transportation LLC***
- ***Holcomb Bus Service, Inc.***



Collins Transportation

Office Phone: 856-382-7227

Fax # 856-382-7228

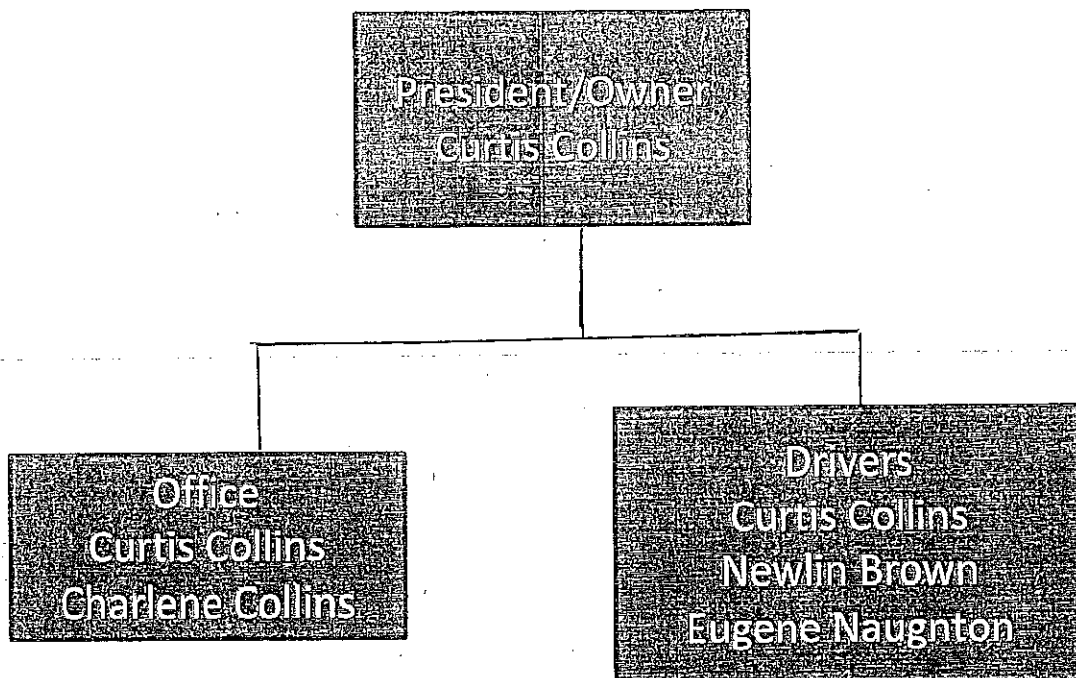
Office Email Address: Collins.transport@hotmail.com

Office Address: 2249 42nd Street

Pennsauken NJ, 08110

Office Contact: Curtis Collins: 856-979-4710

Emergency Contact: 856-465-3710



NAME	TITLE
AJ HOLCOMB	PRESIDENT
GEORGE HOLCOMB	PRESIDENT
DEBRA BONNER	GENERAL MANAGER
JIM ROGERS	LOCATION MANAGER
PAM COGILL	OFFICE MANAGER
MISTY PERDIKOURIS	LEAD DISPATCHER
TAMMY KAYA	DISPATCHER
PEG GARRISON	DISPATCHER
HOWARD THOMAS	TRAINER
MIKE PIO	SERVICE MANAGER
JIM CRUMLEY	SERVICE COORDINATOR
PAUL DAVIS	LEAD LOCATION TECHNICIAN
BRIAN BICKING	TECHNICIAN
LEROY TORRES	TECHNICIAN
JOSE PUNTIEL	TECHNICIAN
MELVIN TORRES	TECHNICIAN
CHARLES DAWALT	TECHNICIAN
KYLE FRANTZ	TECHNICIAN
WOODROW WHITE	TECHNICIAN

NJT ATTACHMENT C COUNTY OF GLOUCESTER POLICIES & PROCEDURES

- **DTS Operator Manual - 7/2012**
- **Reservation In-take Policy - 5/2014**
- **No-Show Denial Policy - 6/2011**
- **Fares/Donation Policy - 6/2011**
- **Vehicle Maintenance Policy – 3/2012**
- **Vehicle Accident Policy – 11/2006**
- **3rd Party Monitoring – 11/2011**
- **Route Deviation Policy – 5/2014**
- **Complaint Policy – 11/2012**
(Passenger Procedures, General Statement sent to new clients)
- **Indirect Cost Allocation Plan – 2012**
- **ADA Procedures Policy – Gloucester County Legal Advocacy -
11/2008 + Transportation – Operator Manual – 7/2012**
- **Title VI Complaint Procedure – Passenger Procedures 11/2012**
Complaint Referral Procedure listed on DTS brochure



GLOUCESTER COUNTY
DEPARTMENT OF HUMAN SERVICES
DIVISION OF TRANSPORTATION
SERVICES (DTS) PROGRAM
OPERATOR MANUAL

Service sponsored by the Gloucester County Board of Chosen Freeholders
Additional funding made available from the Federal Transit Administration,
NJ Transit, NJ Department of Human Services, Casino Tax Revenues,
Title 3 Funds under the Older Americans Act and
NJ Department of Veterans and Military Affairs.

Robert M. Dammingier
Freeholder Director

Adam J. Taliaferro
Freeholder Liaison

Draft Revision: July 11, 2012

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FOREWORD

The safety, integrity and overall effectiveness of our transportation program are dependent upon the quality and efforts of our people. Specialized transportation is a people business. It is our collective ability to give, to care, to serve and occasionally take that extra step for which our performance will be measured.

This booklet is intended to offer information to further our objective of providing effective and quality transportation. It will not only inform but also ensure that we are working in a harmonious manner.

Drivers working for the Gloucester County Division of Transportation Services (DTS) Program, under the Gloucester County Department of Human Services, are required to read this entire handbook. After reading, if you have any questions or particular concerns, you must address them with the Coordinator.

RELATIONSHIP BETWEEN DRIVERS AND PASSENGERS

DRIVERS

Passengers can rightfully expect safe, effective and comfortable transportation services. You, the vehicle operator, are the main provider of that service and the traveling ambassador for our program. Safety will always be your number one concern. Drivers are expected to always act in a professional and polite manner when interacting with the passenger.

DRIVERS should always make the passenger feel welcome by opening the doors for passengers, offer polite assistance, greet passengers with a smile and address passengers with their last names.

DRIVERS handle on-the-road problems that occur to the best of their ability.

DRIVERS follow any special directions that are given by the office.

DRIVERS must always keep accurate and timely records of their work.

DRIVERS benefit because passengers will treat you more pleasantly, follow your directions better, support you and respect you as a professional.

DRIVERS benefit the passengers through safe, comfortable and reliable transportation.

DRIVERS benefit the agency through increased supportive ridership, improved community support and increased potential funding.

PASSENGERS

PASSENGERS are the most important people in our business.

PASSENGERS are not dependent on us, we are dependent on them.

PASSENGERS are not an interruption of our work – they are the purpose of it. We are not doing them a favor by serving them – they are doing us a favor by giving us the opportunity to serve them.

PASSENGERS are not cold statistics – they are human beings with feeling and emotions like **YOU** and **ME** – with biases and prejudices, likes and dislikes. You must always treat them with respect.

PASSENGERS are not people to argue with or match wits.

I. THE PEOPLE WE SERVE...

ELDERLY

Many of the elderly feel discarded, unappreciated and useless. These feelings result in contrariness, resentfulness or bitterness, causing irritability at minor questions or requests. To those people who appear irritable or angry, a smile or a pleasant greeting can change that attitude.

On the other hand, because of loneliness, the elderly person may be over-talkative, repetitious, and "nosy". The older person often lives alone. Because of this, human contact is very important. For the elderly passenger who wants to talk to you constantly, explain that in order to provide a safe trip, you cannot always carry on a conversation. This should be said politely and with a sincere smile.

Many times elderly people experience a good deal of fear. Doubting themselves and the driver are the roots of their fears because so many little things can go wrong. Forgetting the stop or missing the stop are two big fears. It isn't just the big fears that seniors feel. It is the little fears also that are caused by inability to see or hear well and an inability to walk far. All these fears are real and influence their lives and behavior.

For these reasons, DTS was developed to offer special purpose transportation services, which through the use of smaller, specially equipped vehicles, have opened the door to an independent and productive lifestyle for people who in the past would have become "shut-ins".

If we are to succeed in our efforts to assist our elderly, disabled and transit-dependent, we must learn to be empathetic toward them. A mutual trust, respect, and understanding must be developed between you and your "special" passengers.

The clients who use our service should be treated as "people". It is our way of saying that we are not doing them a favor or providing pity, but rather providing a service. Courtesy and respect for each person as an individual should be developed. Elderly and handicapped people are aware of their own limitations and will request assistance as needed. Under no circumstance should we threaten their sense of dignity. For example, never call an elderly person by his/her first name unless asked to do so. The use of last names, preceded by "Mr." or "Mrs.", establishes that sense of dignity many older persons feel they have lost.

SENIOR CITIZENS AND PEOPLE WITH DISABILITIES

"Senior Citizens and People with Disabilities" are terms used by the Federal government to describe a group of people who encounter very similar transportation barriers by reason of illness, injury, age, congenital condition or other permanent or temporary incapacity or disability. Senior Citizens and People with Disabilities are people who generally cannot perform one or many of the following tasks:

1. Board or alight a standard transit vehicle.
2. Walk two or more blocks to a transit stop.
3. Stand for long periods of time.
4. Maintain balance on a moving transit vehicle.
5. Read informational signs, such as destination signs, street signs, etc.

6. Grasp coins or other small objects.
7. Comprehend and follow simple or complex instructions.

Because many Senior Citizens and People with Disabilities are unable to drive a car, they have traditionally relied on walking, friends, relatives, or public transportation for access to employment, medical, recreational, shopping and social opportunities. However, walking is difficult for many of them. Dependence upon friends or relatives is often inconvenient or psychologically undesirable and most public transportation is inaccessible or unavailable.

MOBILITY IMPAIREMENTS

Some of the major disabling conditions which you may encounter include the following: fractures of the leg or foot, amputation of the arm or leg, arthritic conditions, cerebral palsy, spinal cord injuries, stroke and epilepsy. People suffering from these conditions will need a great deal of assistance.

1. Fractures of the Leg or Foot – People who have fractured a leg or foot may wear a cast or leg brace, and may also use a cane or crutches to get around. They will normally need more time for boarding and alighting, so be patient. The presence of a cast or leg brace will not only impair their balance but require additional leg room when seated. Therefore, avoid sudden starts and stops and direct this person to seats which allow them to sit comfortably without blocking the paths of the other passengers.

2. Amputation of the Arm or Leg – Amputees vary widely in the degree of mobility they retain. Some may have no visible mobility impairment and can function independently without walking aids. Others – particularly those who may have had a leg removed all the way up to including the hip joint – many require prostheses (artificial limbs), walking aids, or a wheelchair to achieve mobility. All persons, especially the elderly, who have undergone leg amputation will have difficulty negotiating steps. Again, balance is affected and you should avoid sudden starts and stops. Persons who are missing portions of an arm (or arms) may not be able to grab onto something to gain balance in the event of sudden starts or stops.

3. Arthritic Conditions – Stiffness and swelling of arthritic joints and the associated pain can make it difficult for people afflicted with arthritis to walk, negotiate steps, get a firm grip on handrails, maintain balance, or rise from a seated position without assistance. Depending upon the severity of the condition, crutches, canes, or even a wheelchair may be required.

4. Cerebral Palsy – People afflicted with cerebral palsy will demonstrate a lack of muscular control. Staggered walking, slurred speech, and poor overall coordination may give the mistaken impression of drunkenness. Crutches and/or braces are commonly used to maintain balance; more severe cases of palsy require the use of a wheelchair, usually power driven. You must be patient, allowing sufficient time for responses to questions. As with all disabled passengers, do not move the vehicle until the passenger is seated or his or her wheelchair is secured. Sudden stops and starts, or moving before the person is seated, can throw the client off balance and cause serious injury.

5. **Spinal Cord Injuries** - Spinal cord injuries can result in hemiplegia (paralysis of one side of the body), paraplegia (paralysis of both legs) or quadriplegia (paralysis of both arms and legs). These conditions will normally require the use of leg braces, crutches, or a wheelchair. Your assistance will be required in boarding and alighting at the curbside, and (when necessary) securement of the wheelchair. If braces and/or crutches are used, balance will be impaired.

6. **Stroke** – As with arthritic people, stroke victims will experience difficulty walking, negotiation of steps, maintaining balance, and rising from a seated position. In addition, stroke victims may have difficulty expressing themselves or understanding directions. This inability to communicate easily with others is often frustrating to them, so be patient and punctuate your conversations with hand gestures. A cane, walker, or brace may be used to aid mobility. If the person is wearing a sling to support a paralyzed arm, the hand on the paralyzed arm will be virtually useless for support or to assist in negotiating steps or in maintaining balance. **Never** take hold of the paralyzed arm when providing assistance.

7. **Epilepsy** – Unlike the disabling conditions described previously, epilepsy will not require assistance on your part unless an epileptic passenger has a seizure while in your vehicle. Seizures range from a simple staring spell (Petit Mal) or inappropriate or purposeless behavior with subsequent amnesia (Psychomotor) to a violent shaking of the entire body, accompanied by a temporary loss of consciousness (Grand Mal). In the event one of your passengers experiences a Grand Mal seizure, stop the vehicle and notify the Dispatcher who may contact 911, Emergency Service, if necessary. The following procedures are recommended by the Epilepsy Foundation of America.

- a) Do not try to restrain the person. There is **nothing** you can do to stop a seizure once it has begun. It must run its course.
- b) **Clear the area around him/her** so that he/she is not injured on sharp objects. Try not to interfere with the movement in any way.
- c) **Don't force anything between his/her teeth.** Since it is impossible for an individual to swallow their tongue, do not attempt prevention by putting your fingers, or any other object into the person's mouth.
- d) When the seizure is over, let the person rest if he/she needs to.
- e) If a plant, company or school nearby has a nurse or a doctor they may be notified or consulted, through the Dispatcher.

It is important to realize that mobility impaired people using assistance devices are generally self-sufficient. The aids they use often substitute for a fully functional set of legs and are important and necessary extensions of the person. Lend assistance to the mobility impaired only when requested.

- These persons also take great pride in their ability to be independent and mobile.
- Drivers must provide assistance to ensure passenger safety and proper securement of wheelchair.

MENTAL ILLNESS

Mental illness is **not** mental retardation. Mental illness is often confused with mental retardation, but they are very different conditions. Mental retardation refers to the state of a person with below average intellectual functioning. The I.Q. is below 70 and there is impairment of adaptive behavior in reference to surroundings. Mental retardation is not a disease.

Mental illness refers to a group of disorders causing severe disturbances in thinking, feeling, and relating. The capacity to cope with the demands of life is lowered. People with mental illness are usually normal or higher than normal intelligence, but they may have difficulty performing at a normal level due to their illness. Mental illness is always serious and commonly shifts from one degree to another, causing a wide range of disability.

Mental illness can affect children, adolescents, adults and the elderly.

Mental illness can occur in any family. More hospital beds in the United States are occupied by people with mental illness than with any other illness.

There are three major types of mental illness:

I. Schizophrenic disorders

II. Affective disorders

III. Temporary Mental Illness

Schizophrenia includes several brain diseases. These diseases affect the parts of the brain that handle incoming sensations and information, and relay this data to stimulate appropriate emotions. Onset is usually before mid-adulthood. Before a diagnosis of schizophrenic disorder can be made a person must suffer from some of the following symptoms for at least six months; symptoms always include delusions and/or hallucinations.

Affective disorder is an illness that affects a person's mood. An Affective disorder is caused by biochemical disturbances. These disorders are characterized by severe mood swings.

In any severe affective disorder, the sufferer may become psychotic, having delusions and/or hallucinations.

Mental illness usually can be controlled, but at this time there is no cure. Medications are available that can usually reduce symptoms markedly.

A calm, comforting and confident approach to those with mental illness is recommended.

Temporary Mental Illness may be caused by loss of a family member, work, or stress such as divorce or loss of a child.

BEHAVIOR DISORDERS

As with mentally retarded passengers, those who suffer from behavior disorders will not exhibit physical symptoms of their handicap. Their condition is a result of emotional disturbances or social maladjustments which result in unpredictable behavioral changes. All too often the behavior they display is anti-social in nature, and, many times, their way of checking your limits.

You must be firm with such individuals in letting them know that certain types of behavior will not be tolerated. Explain to them the rules of conduct on your vehicle and make sure you enforce those rules fairly and consistently. When dealing with behavior problems, explain that it is the behavior that is not acceptable and not the person. (The Office must be notified and will take corrective measures).

MENTAL RETARDATION

Mental retardation is an intellectual deficit of varying degrees and should not be confused with mental illness. Mildly or moderately retarded individuals have the capacity to travel independently if properly prepared and assisted. Although, many have no readily recognizable physical symptoms, they may have a limited ability to comprehend what is being said to them or to communicate their needs.

Be patient with the retarded passenger. Ask what information he/she needs and respond in a calm voice, addressing him/her in a normal adult manner. Don't interpret slow responses as rudeness; ask the person to repeat himself if you are unable to understand him/her.

DEVELOPMENTAL DISABILITIES

Developmental disabilities are severe chronic disabilities which result in substantial functional limitations in three or more of the following areas: self-care, receptive and expressive language, learning, mobility, self-direction and capacity for independent living.

Developmental disabilities include, but are not limited to, severe disabilities attributable to mental retardation, autism, cerebral palsy, epilepsy, spina bifida, and other neurological impairments.

Be patient with the developmentally disabled passenger. Ask what information is needed and respond in a calm voice, addressing him/her in a normal adult manner. Don't interpret slow responses as rudeness; ask the person to repeat himself if you are unable to understand him/her.

BLINDNESS

It is estimated that only about 12 percent of all legally blind are totally blind. Most have some degree of vision or light perception. The legally blind individual (almost half of whom are 65 years of age or older) can see no more at a distance of 20 feet than a person with normal vision can see at a distance of 200 feet (20/200 vision as opposed to 20/20 vision).

Some of your passengers may have visual problems that require them to make adjustments for color blindness, filmy vision or perceptual problems. Imagine looking through slightly opaque glasses and then consider how necessary it would be to sit as close as possible to the operator (for security), or to the window to see street signs better. This may also account for the not uncommon practice among those with visual problems of changing seats frequently during a trip ("musical chairs").

The visually impaired will usually use a white cane or a guide dog when they travel. Those who have retained some degree of vision may depend upon glasses, which allow them to distinguish shapes and colors in their environment, even though they may appear only as blurs.

GENERAL PROCEDURES WITH SERVICE ANIMALS

Service animals are used to assist people with disabilities.

Service Animals:

- ❖ Certified service animals are permitted to ride with passengers who have disabilities. DTS adheres to all ADA requirements pertaining to the transportation of certified animals.

When transporting a passenger with a service animal, follow these general rules:

- Ask the passenger what you can do to assist.
- Do not touch or give the animal any commands unless asked to do so by its handler.
- If necessary, remind other passengers that the animal is working and should not be distracted.
- If the passenger is ambulatory, the animal may board and exit with the passenger.
- If the passenger is using a wheelchair, the animal may board first and exit after.
- Service animals should not be permitted to ride on the lift. Their head, paws, tails or equipment could get caught in the lift mechanism.
- Service animals should sit or lie on the floor not a passenger seat and not in the aisle.
- You may not require identification of the animal. You may only ask if it is a service animal.

The care and supervision of the animal is solely the responsibility of his or her handler. You are not required to provide care, food or a special location for the animal. Any type of aggressive behavior from the service animal toward you as the driver or a passenger should be reported immediately to your Supervisor and to County Administration.

II. ON THE ROAD PROCEDURES...

- 1) DTS is a curb-to-curb transportation program. Clients must be able to meet the vehicles at the street. Drivers are responsible for the enforcement of this policy. Any exceptions to this policy must be approved by the Director.
- 2) Drivers must **never** enter the residence of a client.
- 3) Pick-up on a residential street will usually be made at the right hand side of the street in front of a passenger's residence.
- 4) The horn will be sounded once upon reaching pick-up point; unless the passenger has already appeared. If the passenger has not appeared within one minute, go to the door and knock. If there is no acknowledgement of your presence within two minutes, return to your vehicle and radio the dispatcher. Await further instructions.
- 5) On business streets, pick-ups will be made near intersections or on marked stopping zones nearest to the pick-up address.
- 6) Drivers will provide "courteous" assistance to passengers as they enter and exit the vehicle. Drivers should not attempt to hoist, pull and tug, etc., clients in to / out of DTS vehicles. Drivers should not support the weight or momentum of clients.
- 7) Passengers may ride in the front seat of a DTS vehicle with proper securement and with prior approval from the Dispatcher.
- 8) Seat belts are to be worn by all passengers unless they present a written medical waiver. Passengers possessing a medical waiver to not wear a seat belt are not permitted to ride in the front seat.

DURING TRANSPORT

- 1) Periodically check with the client to ensure his/her comfort (i.e., seat belt too tight? temperature, ventilation, etc.).
- 2) Drivers should **never** make unscheduled stops to perform personal business. Any unscheduled stops during passenger transport must be approved by the Dispatcher/Supervisor.
- 3) When transporting passengers to the hospital or doctor's offices, only respectful music should be played at a controlled volume.
- 4) When transporting passengers to the hospital or doctor's offices, the driver should enter the reception area of the building with the passenger(s) whenever possible.

- 4a) The driver should indicate his/her purpose to the receptionist and ask the approximate length of visit.
- 4b) The driver should give the receptionist the DTS office phone number (856-686-8359) and ask the receptionist to call when the client is finished the appointment.
- 3c) Upon returning to the vehicle, the driver should confirm delivery to the Dispatcher and indicate length of visit.
- 4) After delivery of the client to their home, the driver **should not** carry bags or other items into the residence of the client.

DRIVERS SHOULD CARRY THE FOLLOWING ITEMS IN THEIR PORTFOLIO:

DTS employee contact info	DTS Passenger Procedures	Donation Envelopes
DTS brochure	Current Schedule	DTS Business Cards
Accident Forms	Maps	Towing Company Information

RAMPS & LIFTS

If the vehicles you will be operating are equipped with **ramps** for loading and unloading disabled passengers, these procedures should be followed:

1. Before loading or unloading disabled passengers, make sure that the ramp is securely attached to the vehicle.
2. When loading, push the wheelchair **up** the ramp with the passenger facing the vehicle.
3. When unloading, back the chair **down** the ramp with the passenger facing the vehicle.

These last two points are especially crucial if the ramp surface is wet or steep. Remaining on the downhill side of the chair at all times will give you better control of it and minimize the chance of accidents.

Ramps can also be used to load disabled passengers who are not wheelchair-bound by using a **boarding chair**. A boarding chair is simply a folding wheelchair which can be carried as part of your vehicle's standard equipment. For persons who can use crutches, walkers, etc., and find the steps of the vehicle painful or inconvenient to use, the boarding chair is your safest bet. When loading or unloading a boarding chair, follow the procedures.

MANDATORY - Operators of lift-equipped vehicles should inspect their lift equipment prior to taking the vehicle into service. **A description of the inspection process is provided in Section III of this manual under "Vehicle Information – Pre-trip Inspection (Interior #7)".**

When stopping your lift-equipped vehicle to load or unload passengers, carefully observe your clearance at the curb. Sufficient room should be available to avoid conflict between the fully extended lift and curbside obstructions, such as telephone poles, fireplugs, etc. Also be aware of irregularities in the wheelchair approach path, such as cracks in the pavement that would prohibit the wheelchair roll-stop from working correctly, hindering the loading or unloading process.

After guiding the wheelchair onto the lift platform and positioning it properly, instruct passenger to **lock the wheelchair brakes** and place his/her hands and arms in their lap to avoid any chance of injury while the lift is moving. Before activating the lift cycle, check to see that the safety rail and lap belt are securely in place, and that the passenger's feet are clear of the **toe guard flap**. NOTE: The passenger should face away from the vehicle on the lift platform.

A final consideration in the loading and the unloading of disabled passengers using a lift (or ramp) is the adequacy of headroom when moving the wheelchair between the platform and the interior of the vehicle. The passenger must be instructed to bend his/her neck during this phase if headroom is restricted (as it is on vans with unmodified tops). If physical restraints make this impossible, carefully tilt the chair slightly when moving the passenger into and out of the vehicle to the lift platform.

HANDLING WHEELCHAIRS

There are some general rules to follow when handling wheelchairs during boarding and alighting:

- **Ensure that the wheelchair is locked in place while being transported so that the passenger will be safe during the trip, keeping the wheelchair secure within the vehicle.**
- The first thing to consider about a wheelchair is its great importance to the owner. The chair is as valuable to the user as the body part or function it has replaced. Many wheelchair users consider their wheelchair to be part, or extension, of their own body. Understand that all people have a space requirement; unnecessary leaning or touching the chair is similar to leaning on or touching the person.
- Proper assisting techniques ensure safety and comfort for the occupant of the wheelchair. Just as you would assist an ambulatory person slowly and carefully, so should you move a person in a wheelchair, make your movements smooth and gentle. Do not jerk or jolt. This is very uncomfortable, or even painful, for the person in the chair.
- Because of a wheelchair's value to the occupant, it is important to treat it carefully. Take care not to scratch the tubing on corners of lifts or vehicle seats. The securing device should not gouge or scar the frame of the chair.
- The wheelchair itself should be in proper working order. Malfunctions can create hazardous situations when transporting passengers in wheelchairs. Spokes should be tight, hand-grips secure, and wheel locks (brakes) effective. Wheel locks can lose their grip with tire wear, resulting in frequent adjustments. Always be aware of a wheelchairs condition and report defects to its owner.

Center of gravity

Assisting passengers in wheelchairs involves a few basic maneuvers that, when done properly, can move a wheelchair around efficiently and easily. Just getting the feel for pushing a wheelchair around on a level surface is the first step in becoming accustomed to its movement. As you push the chair around, you can feel that the weight is distributed fairly even between the front and rear wheels. The center of gravity in an unoccupied chair is just above and forward of the rear axle.

The center of gravity is raised, however, when the chair is occupied. The center changes to the top of the armrests. Therefore, even though weight is well distributed, the short wheelbase and high center of gravity make it possible to spill a person forward. Hitting a crack in the sidewalk, or on the base lip of the lift, with the front wheels may be enough to cause such an accident.

Driving Techniques

Smooth.....Steady.....Even..... You should be giving this type of ride to all passengers, and especially wheelchair users.

Ever since 1991, all vehicles must have securement locations for wheelchairs and other mobility aids that face forward or rearward. However, many paratransit and community transportation systems are still operating vehicles with side facing securement areas. When these vehicles are retired they must be replaced with vehicles that have forward facing securement areas.

Centrifugal force (outward) is exerted on wheelchairs when your vehicles turn corners. Regardless of the direction of the turn, the passenger may feel as if they are being pulled forward out of their chair, or that the chair may tip over. Therefore, **slow, steady turns must be made.**

Wheelchairs pick up road shock each time the vehicle hits a bump. Care and judgment are needed to avoid unnecessary bumps or potholes. If a road is unavoidable bumpy, slow down and ease your way through.

Stopping and starting the vehicles exerts forces on the sides or back of the wheelchair and its occupant. Fast movement in any direction may bruise the passenger if they are thrown side-to-side against the wheelchair armrests. Starts should be steady and even. Stops should begin early enough to prevent the feeling of a hard sideways or forward movement.

Tips for drivers

- ASK passenger if assistance is needed before you assist, including touching a wheelchair.
- Learn the locations of wheelchair accessible ramps, restrooms, elevators, and telephones.
- Talk directly to the person in a wheelchair rather than to the person pushing it. In extended conversation bend your knees and stoop to the person's eye level. Let the person in the wheelchair know when you are ready to help and guide them so he/she can balance their body in preparation for movement.

- Whenever possible place yourself on the low side of the passenger for whom you are providing assistance. When going up an incline or ramp, you should be behind the chair, facing and walking forward; when coming down, you should be behind the chair holding onto the hand grips, facing the vehicle. Make certain you are checking behind you for obstacles, slippery spots, etc...

LIFT OPERATING PROCEDURES

Wheelchair lifts make it possible to load wheelchairs of all weights in an efficient and safe manner. However, lifts are potentially hazardous equipment. They must be maintained and operated properly. Considerable caution and awareness is needed when operating a lift. No one but the vehicle operator should operate the vehicle wheelchair lift. Lifts may differ slightly in structure and operation. Therefore, each vehicle operator should be familiar with all the lifts likely to be used. These are general procedures that will apply to all lifts. DTS has specific policies pertaining to wheelchair lift operations. It is recommended that you check with your supervisor concerning those policies.

Upon arriving at your destination, stop on level ground, put the vehicle transmission in "park" and secure the emergency brake. Make certain there is room for the lift platform to open without hitting obstacles. Also make certain that your hazard (four way) lights are flashing. Open lift doors from outside the vehicles. Securely lock doors in open position.

The lift must always be operated from the ground. Do not remain in the vehicle while raising or lowering the lift platform. Do not ride on the lift with passengers.

Greet your passengers. Talk to them, not around them. Ask your passenger if they would like assistance in getting onto the platform.

Set the wheel locks on the wheelchair and ask the passenger to fold their hands in the lap, to reduce the possibility of hand injury.

Stand on the ground with one hand on the wheelchair and one hand operating the controls; raise the platform only a couple of inches.

Check the front safety barrier to be certain it is locked. Only after you are certain the barrier is locked, continue raising the lift platform to the vehicle floor level.

Put the lift controls in a secure location with one hand while holding the wheelchair with the other. Release the wheelchair wheel locks and push the wheelchair into your vehicle. Reach in and lock the wheels. ***Never leave a wheelchair sitting on the lift-platform unattended. When boarding, push it into your vehicle, when disembarking pull it out.***

Secure the wheelchair in the vehicle wheelchair securement system. If the system in your vehicle has multiple securement points for each wheelchair, they must all be applied each time a wheelchair is transported in that position.

**DO NOT TAKE SHORTCUTS! REMEMBER, THE PASSENGER'S
SENSE OF SECURITY IS OF EXTREME IMPORTANCE.**

Power Chairs

Caution is needed when loading a power wheelchair onto a lift. If the chair's power is left on, there is a potential for the chair to move while on the lift, even while the brakes are applied. Many individuals operating these chairs are slow in reaction, or may have involuntary movements, which may cause their arm to hit the control stick. It is therefore recommended that the power sources be disengaged during wheelchair lift operations.

Manual Operation of the Lift

Most lifts are equipped with a hydraulic manual pump located within the plastic motor housing on the side of the lift. A steel pump arm is round and on the outside of the housing or the lift frame. Be sure you know how to manually operate all models of lifts at your organization...*an emergency is not the time to learn.*

Lowering

To lower the platform manually, turn the bleeder valve located near the pump opening just enough to allow the platform to drop slowly. Do not unscrew it too far or hydraulic fluid will leak. When the platform has reached the ground, tighten the valve.

Raising

To raise the platform, insert the pump arm into the pump opening. Pump the arm. The platform will rise very slowly to floor level.

TRANSPORTING CHILDREN

NJ Law*: Children eight (8) years and younger who weigh less than 80 pounds must be buckled into an approved car or booster seat.

Child safety seats are to be supplied by the passengers.

Drivers are not doing anyone a favor by ignoring this policy. One bad accident involving a child not properly secured could result in significant legal liability. All drivers must be consistent in their enforcement of this policy.

***There can never be an exception to this policy!**

CLIENT HANDLING

Drivers should never leave clients on DTS vehicles while fueling, going to the bathroom or performing personal business. The only time it is proper to leave clients unattended in the vehicle is when a driver is at another client's residence for pick-up or drop-off and that client requires polite assistance. ***Always take the key with you and never leave your vehicle running.***

CLIENT BEHAVIOR

Drivers should not tolerate unruly behavior from clients (loudness, playing radios, foul language). Clients under the influence of alcohol or drugs will not be transported. Client problems should be reported to the Director or the Office Staff as soon as possible. **

Drivers do not make decisions regarding the long-term punishment of riders due to poor behavior. Drivers may prohibit someone from riding with DTS on a particular day if their behavior is unbecoming. However, this behavior must be reported to the Director immediately to make a determination regarding future use of DTS by a client.

Criminal Activity – Drivers should report any criminal activity and should report any illegal possession items such as weapons. Do not take matters into your own hands. Drivers should call 9-1-1 for serious criminal violations and/or violations which jeopardize drivers and/or passengers.

III. VEHICLE INFORMATION

As the operator of a DTS vehicle, you have a responsibility to make sure your vehicle is in safe operating condition at all times.

Since you will be spending a good portion of every day behind the wheel of this vehicle, you will come to know it inside and out. You will be able to sense when something is not quite right by the way the vehicle feels to you. For this reason, the office staff depends on you to spot problems with the vehicle and report them before they become critical.

There are three types of inspections which you will be required to conduct each day: Pre-Trip Inspection, Post-Trip Inspection and Road Check. All three are described below. Drivers should refer to their C.D.L. Manual for further information regarding vehicle inspection requirements.

****Smoking is not permitted in the vehicles by drivers or passengers.**

PRE-TRIP INSPECTION

Both the interior and exterior of the vehicle should be examined. As you walk around the vehicle, check all items on your Pre-Trip Inspection form.

Exterior:

1. Body Condition – evidence of previous accident damage (scratches, dents, etc.).
2. Tire condition – Are they improperly inflated or show signs of excessive or uneven tread wear? Are any of the lug nuts loose?
3. Indication of water, oil or fuel leaks.
4. Condition of mirrors and windshield.
5. Direction signals and clearance lights.
6. Condition of engines – oil, radiator coolant, battery levels, belt wear, and condition of wiring.

Interior:

1. Inside the vehicle, check the cleanliness of seats, floors and windows.
2. Check the condition of the floor.
3. Check edges of seats for rough surfaces and loose screws that might tear clothing;
4. Inspect emergency equipment and working order of the driver and passenger emergency doors and emergency windows.
5. Check horn, lights and wipers.
6. Check glove box for registration, insurance card and gas card.
7. Inspect operation of wheelchair lift if applicable.
 - a. Run the lift through one complete cycle to be sure it is operable.
 - b. Check for frayed or damaged lift cables.
 - c. Check for binding, physical damage, leaks, jerky operations.
 - d. Carefully inspect the loading equipment. Look for hazardous protrusions, exposed edges, etc. Make sure that all such protrusions are adequately padded and protected.

- e. Make sure that any loading apparatus stored inside the vehicle is secured to prevent hazardous movement during normal operation or in the event of an emergency stop, traffic accident or vehicle overturn.
- f. Check location of seat belt cutters.

ROAD CHECK

Only after you are confident that your vehicle is in safe operating condition should you adjust your mirrors and seat, fasten your seat belt and prepare to pull out. Before releasing the parking brake, accelerate lightly to see that the brake is holding properly.

You can further determine whether the vehicle is performing properly by conducting a road check on the way to pick-up your first passenger.

DURING YOUR TRIP

- Watch gauges for signs of trouble;
- notify Dispatch ASAP for brakes, coolant issues;
- use your senses to check for problems (look, listen, smell, feel).

POST-TRIP INSPECTION

Review of vehicle operation during the day of driving, note any vehicle problems on the Vehicle Inspection Report. Follow up with verbal notice to the office so corrective action can be taken.

Do not use the radio to communicate vehicle problems, unless the safe operation of the vehicle is involved.

Post-inspection checklist:

1. Oil pressure and temperature
2. Horn
3. Lights - head, stop and clearance
4. Turn signals
5. Vehicle cleanliness
6. Seat belts
7. Air conditioner or heater
8. Windows and doors
9. Body condition
10. Check for passengers before leaving vehicle, **anytime you may be leaving the vehicle, not only at post-inspection.**

Before leaving vehicle at the end of the day, make sure that **all windows and doors** are closed and secured.

REPORTING DEFECTS

Never operate a vehicle which is in an unsafe condition. The office will provide you with a daily inspection checklist/defect sheet to clearly indicate the items on the vehicle that need attention. This sheet will be turned into the office so that the defect can be corrected.

Conditions which demand immediate attention (i.e., conditions which, if not corrected, may endanger you and/or your passengers during normal operations) should be reported to the supervisor or other appropriate person immediately. The vehicle should not be moved until such conditions are corrected.

Pre-Trip Checklist must be turned in on a weekly basis. However, defects should be reported to the office immediately.

MECHANICAL BREAKDOWNS

Should your vehicle become disabled while in service, make every reasonable effort to clear the flow of traffic. However, you must be extremely careful in moving the vehicle, especially if passengers are on-board. You will be held responsible for any collisions or passenger injuries which occur during the movement of the disabled vehicle. If you are stopped on a hill, make sure the vehicle is secured by turning the wheels to the curb.

Road Service: If your vehicle breaks down while on the road between the hours of 6:30 a.m. and 4:30 p.m., the driver should notify the Division of Transportation Office, via the radio, indicating the location and nature of the breakdown. The driver should also indicate to the office if a passenger is aboard.

If a vehicle has no radio, or the radio is inoperative, the driver should call Dispatch at 686-8359. After contacting the office, the driver will remain with the vehicle until help arrives.

After 4:30 p.m. or on the weekend, the driver should contact the Supervising Omnibus Operator or other appropriate DTS staff by cell phone (856-905-5182). If no one can be reached, the driver should contact local police for assistance and also ask the police to arrange for towing services, if necessary. Drivers may also attempt to reach the Gloucester County Animal Shelter for assistance after hours since they have staff working until 6:30pm. A vehicle should never be left abandoned. The name and phone number of an authorized towing contractor should be kept by the driver in their overall system information.

Towing: During the hours between 6:30 a.m. and 4:30 p.m., towing will be handled through the Division of Transportation Office, unless previous arrangements were made.

IV. ACCIDENT AND EMERGENCY PROCEDURES...

FIRES

At the first indication of a fire on the vehicle, stop immediately in a safe place, shut off the engine, and open the doors to discharge passengers. Stay calm and ask passengers to depart vehicle in an orderly manner. Evacuate them to a safe location to avoid injuries. Their safety is your first consideration. Notify the office as soon as possible by phone or radio of situation and location.

Passenger Safety First

Do not attempt to evacuate handicapped passengers with the lift. If the mechanism should jam, they may not be able to move from the vehicle, especially if the lift is in the platform step.

Before evacuating the vehicle yourself, check thoroughly for small children or other passengers who may be sleeping or have fallen ill during the excitement.

Following complete and safe evacuation of the vehicle set out your reflectors and direct traffic around your vehicle until help arrives. Do not endanger yourself by trying to remove flairs or reflectors from a burning vehicle. Use common sense.

The fire extinguisher should only be used after the safe evacuation of passengers. Report the use of the fire extinguisher on your vehicle inspection sheet and report to the office. Driver and passenger safety is primary. Use common sense.

DAMAGE TO COUNTY PROPERTY MUST BE REPORTED

Omnibus Operators need to report:

- Any noticeable defect to vehicle, including scratches, dents

TRAFFIC ACCIDENTS

In the event you are involved in a traffic accident:

- call 911 OR
- notify office immediately to call 911
- tell them the extent of the damage
- whether or not there are injuries
- number of passengers onboard
- location of the accident
- whether or not the police are at the scene
- if medical or fire department personnel are needed

If you cannot reach the office, and the seriousness of the accident is such that it demands immediate attention, you may notify the local police and/or fire department directly. **Do not leave the scene of an accident. The office will notify police and/or emergency vehicle if necessary.**

Also make sure once you have secured your vehicle in a safe location and, if necessary, evacuate your passengers to a safe location. Set out your flares or reflectors in each of the following locations:

1. Approximately 100 feet in front of the vehicle;
2. Approximately 100 feet behind the vehicle; and
3. Approximately 3-5 feet from the rear bumper on the traffic side of the vehicle;
4. Turn on four-way flashers as an additional warning.

If you happen upon a traffic accident involving a fellow driver, you should stop your vehicle in a safe location and ask the driver if the proper notifications have been made. If not, you should immediately assist him/her in any possible way.

Utilize your accident form. Obtain names, addresses and phone numbers of passengers in your vehicle and other vehicle. Record license plate number, make and model vehicle, insurance carrier and policy number.

ACCIDENT REPORTING

You must promptly report all accidents on or near your vehicle, even if your vehicle was not involved, no matter how slight the accident may appear. Accidents not considered worth reporting are often the most troublesome and expensive. A report should be filed within 24 hours, the same business day if possible, whether or not there is any apparent damage or physical injury and regardless of who may be at fault.

Immediately upon returning to the lot, complete an accident report in detail. Your supervisor will brief you on the proper procedure for completing this report. In accidents resulting in serious personal injury, fatality, or severe property damage, after attending to all the details at the scene of the accident, await further instructions from a supervisor. Speak to police and emergency personnel in a calm and professional manner. Do not speak to any representatives of the media – refer comments to the Director or office. **Do not reveal the names of any witnesses or give any information or statement in regard to the accident to any person other than a police officer or authorized representative of your employer. Do not make any admission statements except to a police officer or authorized representative of your employer.**

- **FULL AND COMPLETE INFORMATION MUST BE GIVEN IN THE REPORT. What may seem trivial or immaterial to you at the time may become the deciding factor in the event of a lawsuit.**

When completing your accident report, make sure to have your county accident form and all other accident information with you. This is very important: You are not to reveal the name of any witness or give any information in regard to any accident to any person that is not a police officer or authorized representative of your employer.

Do not wait for your employer to learn of an accident or learn that you have information regarding an accident. Report it yourself at once! Failure to report an accident or misrepresenting the facts of an action will result in a referral to the Human Resources Department for appropriate disciplinary action.

TRAFFIC VIOLATIONS

CDL drivers are required to report any and all traffic citations immediately to your employer. According to CDL regulations, citations received in a personal vehicle and/or County vehicle must be reported.

Traffic Violations will be the responsibility of the driver unless the violation is issued because of the condition of the vehicle. Be aware of cameras, NO CELL PHONES!

PERSONAL INJURIES

Should a traffic accident result in the injury of one of your passengers, a pedestrian, or a passenger in another vehicle, your first duty is to care for the injured. KEEP COOL! Calmness on your part will discourage panic or hysteria among the passengers.

When a person is seriously injured, do not attempt to move him/her. This is often dangerous and likely to increase the injury. Make the injured person as comfortable as possible, then call the office without delay and indicate whether an ambulance and/or police are needed. In case of a fatality, vehicles must not be removed until the police arrive.

You must never leave the scene of an accident until the injured have been properly cared for. If a doctor is at the scene, you must allow him/her to administer first aid to the injured. The injured should be handled only by a qualified person such as doctor or a person skilled in first aid.

In the event the injured person is taken to the hospital, doctor's office, or to their home by a motorist, the motorist's name, address, and vehicle license number should be recorded. Do not promise to send a doctor to the home of an injured person. Advise the injured to call their own physician if they insist on going home.

OTHER EMERGENCIES

If a passenger(s) is having a medical emergency (not associated with an accident), the driver should notify the office so that the DTS office can immediately contact emergency services.

SNOW/BAD WEATHER CONDITIONS

In the event of snowfall or other poor weather conditions, DTS Office staff will notify drivers of service cancellations and the need to report to work. Drivers will be contacted either the night prior or in the early morning hours of the day in which service cancellations occur. There are usually two (2) scenarios with service cancellations: (1) DTS may cancel all non-essential passenger service even though the County remains open. Under this scenario, drivers will be required to either drive clients to life sustaining procedures (i.e., dialysis), or report to work and perform non-driving work activities. Drivers may request a vacation day upon approval of Director. Also, (2) County is closed, but DTS provides essential transportation. Employees required to work during County declared closings or delayed openings will be paid for time worked as directed by the County Human Resources Director.

V. RADIO COMMUNICATIONS...

TRANSMISSION PROCEDURES

Before you begin to transmit, think about what you want to say: condense the message as much as possible in your mind, then. . .

1. Remove the hand set from the cradle.
2. Before pressing the transmit button on the hand set, listen to see if another operator or the dispatcher is already using the radio. **DO NOT break into other conversations unless a real emergency situation arises.** Even if another conversation applies to you, wait until the air is clear before you transmit. Wait until you hear the dispatcher call for your radio number. Press send button, wait 1-2 seconds, then give your radio number to other operator or office.
3. Once clear, press the transmit button on your hand set and request permission to transmit. A light on the radio should come on, indicating that you are transmitting. **Wait 3 seconds before transmitting.**
4. After transmitting, release the button and await a reply. Remember that no one can use the radio frequency if someone else has depressed the transmit button. After 1 minute, if you have not received a reply, try again.
5. After the dispatch or other operator has acknowledged your call, talk directly into the mouthpiece in a moderate tone of voice. Speaking loudly will cause the transmission to "break up" or sound garbled. Speak slowly and distinctly. Avoid excitement or anger.
6. **Keep the messages as brief as possible.**
7. Do not use jargon, slang, or obscenities.
8. When repeating a message, speak slower, not louder.
9. Get your message acknowledged and make sure you acknowledge messages.
10. The first time an address is given, it should be read digit-by-digit. For example, "1527" should be read: **"one-five-two-seven"**.
11. Use the phonetic alphabet to "spell out" unusual street or location names. Ask the dispatcher to spell a name if clarification is necessary.
12. When an error is made in transmission, the word **"correction"** should be used and the correction made immediately.
13. At the end of the transmission, return the hand set to the cradle and check that the warning light is out.

14. Whenever you leave the vehicle or return to it, let the dispatcher know.
15. The radio may remain on even when you turn off the engine. Be sure to turn off the radio when you park your vehicle at the end of the work day.

VI. GENERAL INFORMATION...

SAFETY

Safety will always be our number one concern. Do not speed or drive carelessly to compensate for being behind schedule.

BRIDGE TOLLS AND PARKING

The DTS program will provide for the cost of bridge tolls and parking. Provisions should be made with the office to use the EZ pass transponder for certain approved vehicles. If the EZ Pass is not used, drivers must obtain receipts for expenses of this nature.

Drivers should avoid parking expenses whenever possible. If a public parking area is near, the driver should park there. Drivers should avoid leaving the vehicle unattended, and never park in an unauthorized area. Drivers should NOT drive the vehicle around while waiting for a client. Keep the office notified.

RECORD KEEPING

Drivers will be required to keep neat and accurate records in regard to clients, purpose of trip, mileage, etc.. Any questions pertaining to the procedure for record-keeping should be directed to office staff.

TIPS AND DONATIONS

The solicitation and/or acceptance of tips from clients are prohibited. Current donation policy states that donations are to be sent by checks directly to Gloucester County Division of Transportation Services. Drivers are instructed to provide donation envelopes to passengers when requested or when a tip is offered. Drivers should then tell the passenger to please mail in the donation envelope to the DTS office. There are self-addressed pink envelopes in the office.

The suggested donation is \$1.00 per trip for in-County transport and \$2.00 per trip for out-of-County transport. The suggested donation for vocational rides is \$1.00 per day or \$20.00 per month.

DRESS CODE

Drivers should wear clean and professional-looking attire. Drivers are permitted to wear shorts during the months of May through September. Cut-off jeans and shorts that do not cover the upper thigh are not to be worn to work, walking shorts are preferred. See the County's Human Resources Manual for further direction regarding dress code/appearance.

DAILY CONTACT WITH DISPATCHER

Each driver must check in with the dispatcher once in the morning and once in the afternoon (by radio). Drivers also must contact the dispatcher regarding issues with the daily schedules. Drivers should provide sufficient time to allow the Dispatch Office to look into the situation. **Drivers should not engage in idle chit-chat or comical activity with the radios. Radios should only be used for County-related business.**

FUELING VEHICLE

Vehicles will be fueled at the Clayton yard on Delsea Drive or Mantua Fleet Management, off Main Street in Wenonah. The County uses a computerized system to activate the gas pumps.

The vehicles should be fueled at the end of the day, if possible. If the vehicle cannot be fueled at the end of the day, notify the office, leave a note for the next driver as advised by the office. The vehicle should be fueled before leaving the yard in the morning. Drivers must record each fuel procurement on the vehicle log sheets.

OIL

Orange painted oil caps indicate that only synthetic oil should be used in the vehicle. This type of oil is only available from Fleet Management, therefore, do not use oil from our office for these vehicles.

KEY BOX AND SCHEDULE RACK

Mailboxes will be used at Clayton and Mantua Yards by staff to keep driver schedules and for the **return of keys at the end of driver's shift (no exception)**. The mailbox may also be used by drivers to drop-off paperwork (in envelope). Driver paperwork should be taken to the office ASAP.

SICK DAYS

When driver will be absent due to an illness, the driver should:

1. If possible, call the morning Dispatcher/Supervisor at home the night before – *Karen Allen @ 856-905-5182 (Cell)*.

OR

2. Call Dispatcher/Supervisor at home in the morning between 5:30 a.m. and 6:00 a.m. on the cell phone listed above – Please give 10-15 minutes for Karen to call you back before contacting Holly or Carol. If the Dispatcher/Supervisor can not be reached, driver must call other staff member listed below:

Holly Tongue	881-7174	Cell #609-820-2248 (works Monday thru Wednesday)
Carol Wilson	228-5407	Cell #856-357-7712

Note: All drivers must contact the a.m. Dispatcher/Supervisor at least one hour before scheduled starting time (i.e., drivers who start at 6:30am must contact Dispatcher/Supervisor by 5:30am). The office will have the responsibility of making arrangements to replace you. All staff is required to call out at least one hour prior to their start time to ensure proper coverage of job duties.

OPERATOR ILLNESS

If you become ill or injure yourself while on duty, you should call the office at once. If you are physically unable to contact the office, request one of your passengers to do it for you. Do not continue to operate the vehicle if you have reason to believe that your illness or injury will adversely affect your driving to the extent that you will be exposing yourself and your passengers to danger.

LUNCHES

All drivers, including part-time drivers who work more than five (5) hours per day, must take a lunch period. If a driver is unable to take a lunch period on a particular day, a brief explanation should be attached to their time sheet indicating the reason. If future route adjustments affect a driver's normal lunch period on a regular basis, the Supervisor, upon agreement with the driver, will make the necessary arrangements.

COUNTY HUMAN RESOURCES MANUAL

All employees of the County of Gloucester are required to read and abide by the policies and procedures established within the County's Human Resources Manual. The information contained in DTS Operator Manual is intended to address specific situations relating to the services provided by the DTS Program. The DTS Program Manual is not intended to supersede or replace the policies and procedures with the County Human Resources Manual. Any Employee who believes there is a potential conflict between the DTS Operator Manual and the County Human Resources Manual, should immediately address this situation with the Director of Special Transportation and the Gloucester County Human Resources Director.

A sample form is attached – Chapter 1 – Fundamentals; Section 3, Manual Distribution and Revisions; Exhibit A, which may be used to ask questions and/or other suggestions pertaining to the Human Resources Manual.

**GLOUCESTER COUNTY DEPARTMENT OF HUMAN SERVICES DIVISION OF
TRANSPORTATION SERVICES PROGRAM**

POLICY ON CONFIDENTIALITY

CONFIDENTIALITY

All persons involved with the Division of Transportation Services (DTS) Program are required to keep confidential any and all information which they become aware of in the course of their duties. All information relative to clientele, their situations, and their needs, is to be maintained in strict confidence. The securing, release, or disclosure of any information is to be made only after obtaining consent from the Director, or his/her designated representative.

Requests for client and/or associated information from outside agencies must be referred to the Director or his/her designated representative prior to releasing the requested information.

In many cases the disclosure of any information is dependent upon the written consent of the individual.

In accordance with the policy, DTS staff should follow daily computer shutdown procedures. Staff will prevent access to manual client information by locking client files. DTS staff will protect the confidentiality of current daily driver schedules and properly dispose of out-dated schedules.

DTS driver will hand in any and all information pertaining to clients by the end of each work week. Under no circumstances should copies of client information be retained by DTS staff. For further guidance on this issue, please refer to the Gloucester County Human Resources Manual.

Any violation of this policy on confidentiality should be brought to the attention of the program director. Individuals violating the rules of confidentiality will be subject to disciplinary action.

APPENDIX 1.3

MANUAL DISTRIBUTION & REVISIONS REQUEST FOR REVIEW OR INTERPRETATION

County of Gloucester
Human Resources Manual

CHAPTER:	1 – FUNDAMENTALS	ADOPTED: 3/7/06
SECTION:	3 – MANUAL DISTRIBUTION & REVISIONS	REVISED: 11/21/06

EXHIBIT A – REQUEST FOR REVIEW OR INTERPRETATION

Name

Date

Department

1. Identify section which requires interpretation or revision
(Provide complete information – Chapter, page paragraph, etc.)

2. Nature of problem or question:

3. Proposed solution or suggestion revision:

4. (Check only if desired or necessary)

 I'd like to meet with you to discuss this.

Reservation Policy

GENERAL STATEMENT

The Division of Transportation Services under the Gloucester County Department of Human Services provides service in a manner consistent with all applicable rules and standards established by Federal and State laws. Furthermore, the service is provided in accordance with the standards and procedures established by Federal and State funding.

ELIGIBILITY

The Division of Transportation Services provides service to Gloucester County residents who meet the criteria of our available funding sources, i.e., for senior citizens (60 years and older), Persons with Disabilities, eligible Veterans, Section 5311 eligible residents and Title XX eligible residents. Appointments may be scheduled with as little 3 working days' notice in advance up to 30 working days' notice in advance.

The Division of Transportation Services (DTS) is a curb-to-curb service offering in-county transportation to routine medical appointments, limited out-of-county transportation, and limited Philadelphia service to hospitals. Gloucester County provides dialysis transportation to our three in-county facilities only. A formal application process for medical-related transportation is not required, however, our office reserves the right to request age and/or disability eligibility.

IN-TAKE

Currently, the Division of Transportation Services (DTS) is scheduling transportation with an outdated routing and scheduling system (in-take form attached).

Gloucester County is currently in the process of acquiring new automated routing and scheduling software which should help our county transportation.

Client History		Add New Client		Add Funding Codes		Find Clients		Print		View Monthly Trips		Return	
										Mont		Year	
First Name				Funding Codes				No Transportation					
Last Name								Last Updated Date					
Address1				Car Only?		<input type="checkbox"/>		Last Updated By					
Address2				Client Code				Updated					
City				Client Zone									
State				ADA		<input type="checkbox"/>							
Zip Code				Title 19		<input type="checkbox"/>							
Home Phone				Title 19 Eligible									
Other Phone				Last Scheduled Trip									
Date of Birth				County		Gloucester							
Medicaid Number				Client Notes				Transit Info					
Veterans Id													
Sex													
Disability				Approved Providers									
Social Security				Comments									
Client History		Add New Client		Add Funding Codes		Find Clients		Print		View Monthly Trips		Return	
										Mont		Year	

NO-SHOW – A scheduled trip with DTS that is not taken by a client and is not canceled prior to the driver being enroute to the person's residence.

NON-CHARGEABLE CANCELLATION – A scheduled trip with DTS which is (1) not taken by a client, and (2) prior notification of the cancellation occurs after 3:00 p.m. on the working day prior to the scheduled trip.

LATE CANCELLATION – A scheduled trip with DTS which is (1) not taken by a client, and (2) prior notification of the cancellation occurs after 3:00 p.m. the working day before the scheduled trip and prior to the driver arriving at the residence of the client. A financial charge is not applied under this agreement, however, a series of late cancellations may result in client discipline.

GLOUCESTER COUNTY
DEPARTMENT OF HUMAN SERVICES
DIVISION OF TRANSPORTATION SERVICES (DTS)

DONATION POLICY

The Gloucester County Division of Transportation Services (DTS), under the Department of Human Services, provides an opportunity for all residents to provide a donation to DTS. Below is information regarding the Policy and Procedures of the DTS Donation:

- ❖ New passengers will receive a letter with the DTS information package that will include how to donate to DTS.
- ❖ Drivers will have self-addressed donation envelopes in the vehicle that can be made available to riders upon request. Riders are asked to take the donation envelope with them and mail it with a check if they wish to donate. Cash donations are strongly discouraged.
- ❖ Riders may also contact the DTS Office directly and request donation envelopes.
- ❖ All donations received by DTS must be forwarded to the County Budget Office within 24 hours of receipt.
- ❖ All donations received by DTS are used to support DTS services.
- ❖ All donations are voluntary.

Issued: June 4, 2011

**GLOUCESTER COUNTY
FLEET MANAGEMENT**

**VEHICLE PREVENTIVE
MAINTENANCE**

GUIDELINES

PASSENGER VEHICLES

March 2012

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INTRODUCTION

Definition of Preventive Maintenance:

The performance of regularly scheduled maintenance procedures on a vehicle to prevent or minimize the possibility of malfunctions.

Gloucester County Fleet Management strives to maintain vehicles within manufacturer's established recommendations to promote vehicle safety for county drivers, passengers of county vehicles and other drivers on the roadways. As part of overall vehicle care, Fleet Management views the proper execution of a preventive maintenance plan as the first line of defense to ensure that vehicles are operating safely and reaching the potential of their useful life.

PREVENTIVE MAINTENANCE RESPONSIBILITIES/PROCEDURES

This document outlines responsibilities and provides procedures to be followed for county employees who have the responsibility to either operate or maintain county vehicles. Below is a summary of responsibilities:

Fleet Management will maintain computerized and paper files for all county vehicles.

Fleet Management will ensure that all vehicles are maintained according to detailed preventive maintenance schedules as outlined within this document.

Each department is responsible for having their drivers complete a pre-trip and post-trip inspection sheet on a daily basis. It is the responsibility of the using department to ensure that these inspections occur and that the paperwork is completed properly.

Each department is required to complete a work order request form (attached hereto) and forward to Fleet management in a prompt manner for all scheduled and non-scheduled work required.

Fleet Management, upon receipt of the work order, will schedule the vehicle for service and remove the vehicle from service until all necessary repair work is completed.

Fleet Management will maintain a thorough maintenance record file for each vehicle. A copy of a vehicle maintenance file is available to the using department upon request.

If certain repair work is required that is outside of Fleet Management's responsibility (ie transmission, body damage)*, Fleet Management staff will have the responsibility to schedule this work on behalf of the department.

*work must be performed by approved vendors established by the Gloucester County Purchasing Department

ADDITIONAL RESPONSIBILITIES

Respective department heads or assigned division heads are required to share the information within this preventive maintenance plan with any county employee who either occasionally or frequently drives county vehicles.

Each department will ensure that county vehicles, used by their departments, are kept clean (interior and exterior) and in good running order.

Fleet Management, in cooperation with various departments, including the Purchasing Department, will ensure that arrangements are made to keep the interior and exterior of vehicles are cleaned on a regular basis.

Completed pre-trip and post-trip inspection sheets will be kept by departments for the vehicles assigned to them. Fleet Management will keep inspection sheets for vehicles under their auspices.

Vehicle maintenance manuals will be kept in the offices of Fleet Management. Owner manuals to vehicles will be kept within the vehicle's glove compartment.

PREVENTIVE MAINTENANCE SCHEDULE

Fleet Management will perform the following work on county vehicles in accordance with manufacturer's recommendations.

Regular (at least every 5000 miles)

- ✓ Clean vehicle interior and exterior
- ✓ Check idle and throttle spring
- ✓ Change engine oil
- ✓ Lubricate chassis
- ✓ Inspect brake system

Regular (at least every 8000 miles)

- ✓ Engine idle speed (diesel)
- ✓ Inspect all drive belts
- ✓ Rotate tires

Annually

- ✓ Flush radiator
- ✓ Replace coolant
- ✓ Service air conditioner
- ✓ Lubricate all door and hood hinges
- ✓ Lubricate door and hood locks
- ✓ Lubricate door rubber weather-strips
- ✓ Clean battery cables

Every 2 years

- ✓ Replace all hoses, more often if necessary

Unscheduled

- ✓ Alternator
- ✓ Starter motor
- ✓ Windshield wiper motor/blades
- ✓ Exhaust system
- ✓ Headlamps, turn signal bulbs, brake lights
- ✓ Vehicle interior
- ✓ Wheelchair lift components
- ✓ Wheelchair restraint components
- ✓ Miscellaneous items from work order reports

Perform lift maintenance at scheduled intervals according to number of cycles or elapsed time, whichever comes first. Correct any potentially dangerous situations at once. (Refer to provided manufacturer literature for more detailed information.)

Daily or 10 Lift Cycles

Cycle Lift

- Inspect for worn or loose parts
 - Inspect for smooth operation (both directions)
 - Inspect for capability of holding weight (stand on lift for one complete cycle)
 - Inspect for leaks
 - Listen for unfamiliar noises
 - Check hydraulic fluid
 - Ensure all lights and alarms are functional
-

Monthly or 50 Lift Cycles

- Inspect and lubricate all platform hinges
 - Inspect and lubricate shoe assembly
 - Inspect handles and mounting or pivot pins
 - Inspect cylinder mounting pins/brackets and emergency release pin
 - Inspect stanchion assembly bolts
 - Inspect and lubricate platform pick-up fold bearings
 - Inspect platform assembly
-

Yearly or 1,200 Lift Cycles

- Check manual lift operation (with and without weight on platform)
- Check/replace bushings
- Inspect power cord and connections
- Inspect safety features for proper operation
- Inspect frame for bends, cracks and breaks
- Inspect arm pins/pivot points for excessive wear
- Inspect platform pick-up fold bearings and cam for excessive wear
- Inspect bridge plate and front safety barrier for proper operation
- Ensure all lights and alarms are functional

County of Gloucester

2012 Approved Vendors – Vehicle Maintenance

- ❖ Wheelchair Maintenance – Rolling Repairs, 89 Willow Grove Road, Pittsgrove, NJ 08318 / Contact Neil LaBree
- ❖ Body Work – South Jersey Truck Repair, LLC, 500 Cenco Blvd., Clayton, NJ 08312 856-442-0850 \ Contact:
- ❖ Towing – Tyler Mill Towing, 387 Tyler Mill Road, Sewell, NJ 08080 \ 856-589-4333 \ Contact: Carl Mihlebach
- ❖ Transmission – Cottman Transmission, 230 Glassboro Rd., Sewell, NJ 08080 \ 856-845-0070 \ Contact: Nick DeRose
- ❖ Glass Replacement – Safelite Auto Glass, 2001 West Route 70, Cherry Hill, NJ 08002 \ 856-667-9501
- ❖ Tires – Mitchell Tire Service, 526 N. Delsea Drive, Glassboro, NJ 08028 \ 856-881-6868 \ Contact: Samuel T. Mitchell

County of Gloucester
Human Resources Manual

CHAPTER:	8 – SAFETY AND SECURITY	ADOPTED: 3/7/06
SECTION:	4 – INCIDENTS INVOLVING COUNTY PROPERTY	REVISED: 11/21/06

Any incidents involving County property or vehicles which result in damages or injuries, no matter how minor, should be reported by the Employee to his/her Supervisor immediately. In turn, the Supervisor must keep the Department Head informed of the situation.

If a County vehicle becomes inoperable due to accident or breakdown, the employee should contact the County Office of Fleet Management by calling:

856-468-2802, Monday – Friday, 8 AM – 4:30 PM
856-589-0911, after hours

Any damage to County vehicles must be reported by calling the Safety Coordinator of the Human Resources Department immediately by phone and then in writing via the Notice of Accident/Injury Form which is available in the glove compartment of the car, as soon as possible but no later than three business days. Please refer to HR 8.4 Exhibit W for the "Notice of Accident/Injury Form." Furthermore, please refer to HR 8.2 for additional information on On-the-Job injury. *HR 8.2 Exhibit Z will also need to be completed for any and all county employees involved in an incident involving County property which resulted in damages or injuries.*

Please note employees utilizing a commercial drivers' license will be subject to federal rules and regulations when involved in a vehicle accident during official county business.

Emergency Procedures

In order to reduce the likelihood of causing an accident and/or becoming injured, please adhere to the following procedures:

- Use extreme caution when your vehicle becomes disabled.
- Call for help.
- Immediately put on warning signals and lights.
- If possible, try to get the vehicle safely off the road.
- Until help arrives, carefully get out of the vehicle and stay as far off the road as possible. Do not stand in traffic.

County of Gloucester
Human Resources Manual

In Event of an Accident

Because it is important to minimize the risk of additional injury as well as document the events as they occurred, employees should follow the procedures listed below:

- Stop your vehicle.
- Do not leave the scene.
- Call for help immediately. The police and your supervisor should be contacted.
- Make sure the ignition is turned off in the cars involved.
- Obtain necessary medical care. If you are able, make a first aid check of all persons involved.
 - Render first aid if qualified and equipped to do so.
 - Do not move an injured person unless it is urgent to do so.
- Gather information regarding details of the accident and write it down. Do not trust your memory.
- Cooperate with police and answer questions about what occurred. Be careful not to offer your opinion. Provide factual information as much as possible.

Employees who violate this policy will be subject to disciplinary action. Repeated accidents may lead to temporary or permanent restriction of driving privileges. Failure to maintain a valid driver's license and a CDL (if applicable) will result in immediate removal of driving privileges until written proof of a valid license can be demonstrated.

Employee:

Should immediately report any incidents to their department heads, the Safety Coordinator, and Fleet Management via HR 8.4 Exhibit Z.

Department Head/designee:

Ensures that the Office of Safety Coordination and the Office of Fleet Management have been properly notified via HR 8.4 Exhibit Z, and HR 8.2 Exhibit W.

County of Gloucester
Human Resources Manual

CHAPTER:	8 – SAFETY AND SECURITY	ADOPTED: 3/7/06
SECTION:	4 – INCIDENTS INVOLVING COUNTY PROPERTY	REVISED: 7/11/12

EXHIBIT W – NOTICE OF ACCIDENT/INJURY FORM

****To be completed in the event of an automobile accident, injury, incident on County premises or a County sponsored event.****

Upon notification of an accident, immediately call Safety at 384-6990, 384-6993, 384-6994, 384-6992

Complete this form and deliver within 1 business day to:

- Fax: (856) 384-6995

Please indicate what type of accident happened:

☐ Auto accident

☐ Damage to property of others

☐ Injury to others on County Property

☐ Other

Date and time of accident: _____

Where did the accident occur?

Describe the accident and include the weather conditions:

County of Gloucester
Human Resources Manual

Describe any property that was damaged:

Vehicle year, make and model, VIN (vehicle identification number), license tag number
Property: Owner name and address. Description of property damage.

List injured person(s) and nature of their injury:

Contact Information (Name, address, and phone number of all parties involved):

Who was driving County vehicle: _____

Name, address, and phone number of all witnesses:

How was the claim reported? _____

Is there a Police Report? ____ Yes ____ No **If yes, please attach.**

Signature: _____ **Title:** _____

Date: _____

Please use another sheet of paper for any additional comments or information and if pictures were taken at the scene of the accident, please include with form.

Instructions on Completing the Notice of Accident Form

Although we would like as much detail as possible, it is more important to provide us with the notice of accident as soon after the accident is reported to you. If this accident occurs after normal business hours, please leave a message on voicemail – (856) 384-6992, 6993, 6994

Date and time of accident: *Please indicate the date and time the accident occurred, not the date it was reported.*

Where did the accident occur?: *Please state the complete location address of the accident. If it is an auto or general liability (i.e. slip and fall) accident include cross streets. If the accident occurred within a building, include the floor and room.*

Describe the accident: *Please give a detail account of the events that led to the accident. (i.e. auto accident – indicate the weather conditions, indicate which party caused the accident, indicate any other details which aid in the description; slip and fall accident – indicate any defect with the flooring or sidewalk, indicate weather conditions, indicate any other details which aid in the description.*

What property was damaged?: *Describe the property damaged. If County property, include serial # and location where damaged property is now located.*

List injured person(s) and nature of their injury: *List each person injured and a brief description of injury (i.e. broken leg or back pain).*

Contact Information: *Please provide the name, address, and phone number of the person(s) making the claim and injured person(s).*

Name, address and phone number of all witnesses: *Please provide the name, address, and phone number of the person(s) who witnessed the accident (include City employees).*

How was the claim reported?: *Please indicate whether the accident was reported in person or a notice was submitted via mail.*

Is there a Police Report?: *Self-explanatory.*

Signature: *Person completing this form.* **Title:** *Self-explanatory.*

Date: *Date the form was completed.*

GLOUCESTER COUNTY
DEPARTMENT OF HUMAN SERVICES
DIVISION OF TRANSPORTATION SERVICES (DTS)

THIRD PARTY VENDOR MONITORING POLICY

In an effort to maintain safe and quality services to the passengers who are assigned to vendors under contract to the Gloucester County Division of Transportation Services, the following measures will be taken to monitor outside transportation services:

- ❖ As part of the contract execution, vendor is required to provide the following documents: proper insurance certification, listing of employees, listing of vehicles and current drug & alcohol policy. These documents must be updated and forwarded to the attention of the Coordinator of Special Transportation as necessary during the duration of the contract.
- ❖ DTS staff will perform at least one (1) site visit annually to the office location of the vendors.
- ❖ DTS staff will conduct an inspection of vehicles as part of the site visit.
- ❖ DTS staff will perform multiple on-the-road random checks of vendor vehicles and drivers during vendor monitoring. The vendor drivers should be prepared to provide proper documentation to legally operate vehicle).
- ❖ DTS staff will complete a complaint form and forward to the Gloucester County Purchasing Department regarding vendor performance complaints received from passengers.
- ❖ DTS staff will follow-up with vendor as it relates to any and all performance issues.

Issued: November 1, 2011

Deviated Fixed Route Service Policy

Fixed route deviation service is available on the DTS rural shopping / rural transportation routes. These bus routes serve a number of local communities in Gloucester County with important transportation services for seniors, disabled persons and the general public to a selected list of larger shopping centers, grocery stores and retail establishments. The communities served, the pick-up and drop-off locations, and the daily schedule for this service varies by day of the week. Different communities in the County are served on different days of the week. Currently there are 6 different established routes. Reservations are not required for this service. To avail themselves of the service, riders simply need to board the bus at an established stop on the route at the scheduled time. Transportation is provided to the designated locations and passengers are returned at a scheduled time later the same day. Schedules are available to riders by calling Gloucester County Transportation.

Route Deviation Policy - In addition to boarding the vehicle at one of the established fixed stops on the established routes, riders can request route deviation from the fixed route and can be picked up at locations other than the established stops. Route deviation is available for riders who live at locations up to $\frac{3}{4}$ of a mile off the established route. Riders who are at distances greater than $\frac{3}{4}$ of a mile off the established route cannot be served. Riders who wish to request route deviation service must call the Gloucester County transportation at 856-686-8350 to request this service the day before they plan to ride the bus or no later than 8:00am the day they wish to ride.

**GLOUCESTER COUNTY
DEPARTMENT OF HUMAN SERVICES
DIVISION OF TRANSPORTATION SERVICES
(DTS) PROGRAM**

**SERVICE INFORMATION AND
PASSENGER PROCEDURES**

REVISED NOVEMBER 2012

Service sponsored by the Gloucester County Board of Chosen Freeholders via funding from the Federal Transit Administration, NJ Transit, NJ Department of Human Services, Casino Tax Revenues, Title 3 funds under the Older Americans Act and NJ Department of Veterans and Military Affairs.

Robert M. Damming
Freeholder Director

Adam J. Taliaferro
Freeholder Liaison

**Service is sponsored by the
Gloucester County Board of
Chosen Freeholders**

GENERAL INFORMATION/ELIGIBILITY

GENERAL STATEMENT

The Division of Transportation Services program, commonly referred to as the DTS program, under the Gloucester County Department of Human Services, provides transportation services to senior citizens (60 years and older), persons with disabilities, rural residents, veterans, approved Medicaid eligible residents and low-income residents of Gloucester County. Service is provided fare-free to non-emergency medical appointments, vocational training sites, essential personal business needs and, on occasion, to various recreational events or activities. Specific information regarding our services, including service restrictions and policies, is outlined within.

DTS reserves the right to request verification of eligibility at any time.

DTS may not transport certain clients who have the ability to utilize other available services (i.e., Logisticare, NJ Transit bus services or Access Link bus services).

Passengers are asked to read and abide by established policies. Questions concerning eligibility and DTS policies should be directed to (856) 686-8355.

RESIDENTS ELIGIBLE FOR SERVICE

- 60 years of older
- Persons with mental and/or physical disabilities
- Low-income residents
- Rural residents
- Veterans

TRANSPORTATION SERVICES TELEPHONE #'S:

General Information:	(856) 686-8355	Hours: 8:30am to 4:00pm
Scheduling:	(856) 686-8350	Hours: 8:30am to 4:00pm
Dispatcher:	(856) 686-8359	Hours: 6:30am to 4:30pm
New Jersey Relay Service:	711 or Toll Free @ 1-800-852-7897	

GENERAL POLICIES

1. DTS is a curb-to-curb service. Persons using the service must be able to meet the vehicle at the street level. DTS drivers are instructed and permitted to provide only minimal assistance to passengers. Those who cannot step into vans or who have severe mobility problems must provide their own aide and/or their own wheelchair, walker, etc., as necessary.
2. Passengers are permitted to ride in the front seat(s) of DTS vehicles.
3. All passengers are required to wear seat belts at all times.
4. Additional Passengers may not accompany approved riders unless the DTS office gives prior approval (856-686-8359).
5. Children under **16** years of age must be accompanied by a responsible adult. Children under 18 months of age must be properly buckled into a federally approved child car seat regardless of where they ride in the vehicle. All children traveling on a DTS vehicle must comply with all state and federal requirements for transporting children (i.e., car seats, etc.). Safety seats are to be supplied by the parent/guardian.
6. Passengers will be picked up and dropped off at the same location unless other arrangements have been approved by the DTS office (not the driver) in advance.
7. Drivers are instructed not to tolerate abusive behavior on the part of any passenger. Unbecoming behavior will result in the passenger being denied further service. Passengers should direct service problems and complaints to the Coordinator of DTS. Passengers should not direct their frustrations and/or complaints to drivers.
8. Drivers may not deviate from the scheduled trip. A driver may not stop at the bank, pharmacy, etc., unless arrangements have been made through the DTS office prior to the planned trip.
9. Please remember DTS is trying to get passengers to their appointments on time. Many factors can cause delays. DTS ask passengers to practice courtesy at all times and, when necessary, exercise patience.

SERVICE AREAS

Service is provided to medical facilities and doctor offices in Gloucester County, Camden County and the City of Philadelphia as outlined on next page. THERE IS NO ROUTINE SERVICE OUTSIDE OF GLOUCESTER COUNTY ON FRIDAY. Service to Philadelphia is limited to morning appointments (9:30 a.m. – 10:00 a.m.), Monday through Thursday. Out-of-County transportation is provided only when the specific need cannot be addressed by medical facilities within Gloucester County (see Out-of-County policies).

Philadelphia (Service Area)

The Philadelphia Service Area includes Center City (south of Spring Garden Street), Southwest Philadelphia (no service beyond 40th Street).

Philadelphia Hospitals (Shuttle Bus)

Gloucester County cooperates with Camden County to provide shuttle bus service to Philadelphia hospitals. The schedule for the shuttle service is listed below.

DTS picks-up passengers at their homes for transport to shuttle transfer locations. Passengers then board the bus for service to Philadelphia hospitals. DTS meets the Philadelphia bus in the afternoon to return passengers to their homes.

PHILADELPHIA HOSPITAL SHUTTLE

<u>Drop-Off</u>	<u>Location</u>	<u>Return Time</u>
8:45 a.m.	Sen Han Transport, Audubon	1:15 p.m.
9:15 a.m.	Hahnemann Hospital	12:15 p.m.
9:25 a.m.	Pennsylvania Hosp/Rothman Inst.	12:25 p.m.
9:30 a.m.	Wills Eye Hospital	12:30 p.m.
9:35 a.m.	Jefferson Hospital	12:35 p.m.
9:45 a.m.	Graduate Hospital	12:45 p.m.
9:55 a.m.	Children's Hospital/HUP	12:55 p.m.
10:00 a.m.	VA Hospital	1:00 p.m.

HOW TO USE TRANSPORTATION SERVICES

MEDICAL TRANSPORTATION

Making an appointment

1. Call (856) 686-8350 to schedule appointment(s) between the hours of 8:30 a.m. and 4:00 p.m. Monday through Friday. Be prepared to provide the scheduler with your name, address, phone number, date of birth, destination information – including doctor's name and phone number, address of doctor, name of facility, date and time of appointment.
2. Rides are provided on a first-come, first-serve basis. DTS recommends that rides be scheduled at least 3 to 10 business days in advance. Schedulers will attempt to schedule all requests that meet passenger eligibility and service policies.
3. Appointments should be made directly by the individual client whenever possible to minimize the possibility of misinformation.
4. People requiring specific vehicles, such as a wheelchair-lift van, must request this type of vehicle each time when calling to arrange a ride.
5. Advise the scheduler if anyone will accompany you. Often it is advisable for passengers to have a companion if they need assistance.
6. Passengers are required to be ready **one hour prior** to scheduled appointment time.
7. Notify DTS office immediately if you have to cancel a trip. Call (856) 686-8359 between the hours of 6:30am and 4:30pm.

Confirming your ride

Passengers should confirm their rides with the DTS office the working day prior to their appointment. The telephone number to confirm is (856) 686-8359.

When finished your appointment

Either the passenger or the doctor's office must call (856) 686-8359 to inform the DTS Dispatcher that you are **finished** with an appointment. A driver will then be dispatched to the doctor's office for your return.

OUT OF COUNTY TRANSPORTATION POLICIES & PROCEDURES

Eligible Service Areas

- All of Gloucester County, portions of Camden County (areas NOT served in Camden County include Waterford, Pine Valley, Pine Hill, Chesilhurst, Berlin). The only area served in Winslow Township is Sicklerville.
- Philadelphia – Hospitals are served on a set shuttle bus schedule. Medical facilities in South Philadelphia are served by request on Thursday only. Appointment times must coincide with shuttle route (9:30 a.m. – 10:00 a.m.).
- Cumberland and Salem County – Service to these areas will be provided for routine medical appointments on a space available basis, Monday through Thursday, between the times of 11:00 a.m. and return of 1:00 p.m.. Service shall not exceed a distance beyond fifteen (15) miles from the Gloucester County border.
- Service is not currently available to areas in Burlington County (i.e., Marlton, Medford).

Eligibility Requirements

- All eligible out-of-County transportation requests are subject to receipt of proper documentation stating that similar services are not offered within Gloucester County.
- Transportation to out-of-County facilities is approved only when one or more of the following conditions apply:
 - Specialized service which is not available within Gloucester County
 - In-County physician does not accept client's primary insurance

Other Limitations on Out-of-County Travel

- One round trip, per person per week.
- Philadelphia – two shuttle trips per person, per week. However, no more than five (5) round trips per person in any calendar month. Exceptions may be life-sustaining cancer treatments approved by DTS Coordinator.
- Out-of-County appointments are to be made for 11:00 a.m. unless doctor's note states that the doctor is not available at that time, or the medical procedures required can not be performed within the 11:00 a.m. – 1:00 p.m. time frame.

Dialysis

DTS provides dialysis transportation to Fresenius Dialysis Facility in Woodbury, JFK Hospital in Turnersville and the Renal Dialysis Timberline Facility in Sewell. For further information, call (856) 686-8355.

Nursing Homes

DTS does not provide transportation to or from private nursing home facilities.

Assisted Living Facilities

DTS provides non-emergency medical transportation to residents living in Gloucester County assisted living facilities if they reside in the independent living section of the facility. For those residents who are not considered independent, DTS provides transportation only if a responsible companion rides along with the resident (i.e., adult family member and/or faculty staff person).

Those Assisted Living Facilities that promote transportation services as part of their comprehensive service, or require residents to pay for transportation as part of their monthly rent, are responsible for the transportation needs of their residents.

Therapy

DTS provides transportation for physical, speech and/or occupational therapy only to Gloucester County facilities. Therapy transportation is limited to a maximum of three round trips each week, per person. Initial therapy may be scheduled for a period of eight weeks. Passengers are asked to reaffirm their therapy appointments with DTS on a monthly basis. If therapy transportation is at capacity, persons may request their names be placed on the DTS therapy waiting list.

Residents will be provided a maximum of six months continuous service for therapy transportation (**doctor's note may be required**). Service for an additional six months of therapy will require a doctor's note indicating the need for additional therapy. The approval of a six-month therapy transportation extension will also be based upon the individual's reliable and dependable use of DTS during the initial six month period. A maximum of one (1) year of continuous service per therapy client may be allowed upon approval of DTS Coordinator.

When the need for therapy is the result of an accident, applicable insurance coverage should be utilized to pay a private transportation provider.

For further information on therapy-related transportation, please call (856) 686-8350.

DESCRIPTION OF OTHER DTS TRANSPORTATION SERVICES

Employment-related Transportation

DTS provides limited transportation to sheltered workshops, education/training sites and gainful employment for residents who are either a senior citizen and/or people who possess a documented

disability (documentation from physician). The following general policies apply to employment-related transportation:

- Residents are required to complete an application requesting on-going transportation to an employment/training facility.
- Employment/training related transportation is provided only within Gloucester County borders.
- The applicant will be notified if they are approved or if they will be placed on a waiting list.
- Applicants are moved from the waiting list when openings occur based upon criteria outlined under "Vocational Training", Paragraph #4.
- Upon approval, applicants are offered subscription-type (standing order) service.
- Service is provided fare-free.
- Service is provided on a curb-to-curb basis with every effort made to pick-up the passengers in front of their home.

Vocational Training Transportation

Employment training transportation is provided on a limited-basis to in-County sheltered workshops, Gloucester County College and Gloucester County Institute of Technology for qualified residents.

DTS requires persons requesting vocational training transportation to complete a DTS application form and show documentation that an application has been made by the individual for Access Link transportation services. (Refer to the telephone number for "Access Link Transportation" under NJ Transit services). DTS reserves the right to request verification of the disability from the applicant's physician.

DTS reserves the right not to transport disabled persons to vocational training sites who are able to effectively use NJ Transit bus service and/or NJ Transit for Access Link services. DTS will offer priority to those individual who have no reliable transportation alternative.

DTS vehicles providing vocational training transportation are usually at capacity. Therefore, DTS maintains a waiting list. Placement onto the bus from the waiting list is based upon the following criteria: (1) an applicant has no other reliable transportation option, (2) pick-up and drop-off location will not add significant time to existing route, and (3) upon satisfying the first two criteria, applicants will be chosen in chronological order from the time the application was received.

Transportation to vocational-training sites is provided fare-free by DTS via subscription bus service.

Gainful Employment Transportation

DTS currently provides limited transportation for gainful-employment purposes. Applications are accepted and reviewed by DTS staff for approval. People requesting gainful employment transportation may be asked to provide documentation as to why they can not use NJ Transit fixed route service or Access Link bus service. *See Addendum A – Residents With A Disability.*

Feeder Transportation

What is Feeder Transportation?

Feeder transportation is a service offered by DTS to Gloucester County residents who do not have reliable transportation and live too far from existing bus routes. The feeder service provides pick-up at the homes of residents for transport to a location where one can safely transfer to NJ Transit bus service. On the return trip, a DTS vehicle meets the NJ Transit bus at the same location for transport home.

Who provides the Feeder Transportation?

The Gloucester County Division of Transportation Services (DTS) is responsible for arranging the feeder transportation. DTS, or their private carrier, will be responsible for providing feeder transportation to/from the NJ Transit bus each day.

MORE SERVICES

Rural Bus Service

Free bus transportation to the Deptford Mall, K-Mart, Cowtown, Woodbury and the Collegetown Shopping Center in Glassboro is available to residents of Mullica Hill, Swedesboro, Beckett, Mantua and Paulsboro on Monday, Tuesday and Wednesday schedules (destinations change daily).

For further schedule information contact the DTS Office at (856) 686-8355.

Personal Business

Eligible residents may request transportation for a variety of personal business needs including nursing-home/hospital visits, banking, social security office, Board of Social Services, various human service agencies, etc., located in the Gloucester County area.

Personal business appointments are scheduled on a space available basis. People requesting personal business, similar to non-emergency medical transportation, can do so by calling (856) 686-8350.

Recreational Transportation

The Division of Transportation Services provides limited recreational transportation to groups of eligible service recipients. DTS reserves the right to restrict the number of recreational trips provided and also request residents to use other transportation services when available (i.e., NJ Transit fixed route bus service or NJ Transit Access Link). *See Addendum B – Group Transportation Requests.*

DONATION POLICY

DTS accepts voluntary donations for transportation services. The suggested donation is \$1.00 per trip for in-County transport and \$2.00 per trip for out-of-County transport. The suggested donation for vocational rides is \$1.00 per day or \$20.00 per month.

If you wish to make a donation:

1. Request donation envelopes from the DTS driver or by calling the DTS office at 686-8355.
2. Place a check or money order inside the envelope (no cash, please).

3. Add a stamp to the self-addressed envelope and mail.

ABUSE OR MISUSE OF SERVICE

Passengers not utilizing transportation services properly will be notified in writing following two (2) misuses of service, commonly referred to as a "no-show" (i.e., not being home when the driver arrives for scheduled pick-up). The letter will indicate the dates of service misuse, along with future action that must be taken to correct the problem. Abuse or misuse of service following a written warning will result in that passenger being suspended from service for a specified period of time, up to thirty (30) days.

Following a service suspension, passengers misusing the service will be given a 90-day suspension. Subsequent misuse of service following the 90 days suspension will result in a termination of transportation privileges with Gloucester County Division of Transportation Services.

GRIEVANCE PROCEDURE/FAIR HEARING

The Division of Transportation Services is unable to provide each and every transportation request. The policies developed are intended to serve as many people as possible in a fair and equal manner.

Residents who believe that transportation services have been unfairly denied, reduced, or terminated provided services may request a hearing by forwarding a request to:

Gloucester County LCTAC
Local Citizen's Transportation Advisory Committee
Attn: Chairperson
115 Budd Blvd.
West Deptford, NJ 08096

Fair hearing decision must be implemented within 90 days from the date a hearing is requested.

If a fair hearing is scheduled, you will receive more information about how the hearing will be conducted.

WHAT OTHER ACTIONS CAN YOU TAKE BESIDES ASKING FOR A FAIR HEARING?

There are other ways in which your complaints may be resolved besides asking for a fair hearing. You can ask to meet with your agency representative or his/her supervisor. Your complaint will be given prompt and courteous attention and, if the matter is not settled, you may still request a fair hearing. You must understand, however, that if you wish services to be continued until the hearing, a request for a hearing must be made within 10 days of the mailing date of your notice. Also remember that after 90 days have passed from the date of action or inaction, you may not have the right to a fair hearing.

OTHER TRANSPORTATION SERVICES OFFERED BY NJ TRANSIT

Fixed Route Bus Service

For information on fixed route bus service call the NJ Transit South Jersey Information Center at 1-973-275-5555 or the Gloucester County Planning Department (856) 307-6650.

Access Link Transportation

Transportation services offered to persons with disabilities by NJ Transit is mandated by the Americans with Disabilities Act. For further information call Access Link service at 1-800-955-2321.

GLOUCESTER COUNTY MUNICIPALITIES MUNICIPAL BUS SERVICES

<u>Municipality</u>	<u>Telephone #</u>
Clayton Borough	881-2882 Ext. 122
Deptford Township	228-4719
Franklin Township	694-1952
Glassboro Borough	881-1515
Logan Township	467-3424 Ext. 9
Mantua Township	468-1500 Ext. 700
Monroe Township	728-9840
Paulsboro Borough	423-1500
Pitman Borough	582-4766
Washington Township	589-3227
Wenonah	468-6713
West Deptford Township	845-4004 Ext. 0
Westville Borough	456-7785
Woodbury City	853-0892
Woodbury Heights Borough	848-2832 Ext. 68
Harrison Township	478-0824 (for 55+ Active Adult Program)

The Municipal Shuttle Buses are available to the general public at no cost. The service provides Gloucester County residents access to nearby shopping facilities, senior lunch programs and area malls.

Lift-equipped buses are available. Municipalities should be contacted for schedule information.

ADDENDUM A – RESIDENTS WITH A DISABILITY

FOR COUNTY SUPPLIED TRANSPORTATION TO RESIDENTS POSSESSING A TRANSIT DEPENDENT DISABILITY

Eligibility

Person must possess a disability that precludes their ability to obtain a valid NJ Motor Vehicles license or any other state license.

Person must be an employee who has commuting hours during regular DTS operations – 7:30am to 4:30pm.

Person must request county transportation services in writing to the Gloucester County Department of Human Services. Doctor's note outlining disability may be requested.

People who do not qualify for Access Link bus services will be given first priority if there is a waiting list.

Upon Approval

A minimum of 30 days will be given following approval for start-up of service. People placed on a waiting list may have to wait an extended period for service.

Service will be provided curb-to-curb. Service will be provided in accordance with current DTS policies.

It will be the responsibility of the resident to contact the DTS office when the need arises regarding time changes and/or to cancel a ride due to illness and/or vacation time.

Failure to use service in a responsible manner will be grounds for immediate suspension of transportation services.

The Department of Human Services reserves the right to review this service with County Administration during the annual budget process to determine the financial impact of the service as it relates to all services provided by DTS.

The County reserves the right to terminate the service at any time due to budget constraints. Persons receiving service will be given a 60 day advance written notice from Gloucester County regarding service cancellations due to budget constraints.

ADDENDUM B – GROUP TRANSPORTATION REQUESTS

DTS receives occasional requests for bus transportation from public and private entities. These requests vary in nature. DTS is funded with grant funds and county funds for senior citizens, people with disabilities and veterans.

Requests for additional bus services that come from outside agencies and governmental entities are not currently funded. Below is an outline of protocols to address occasional service requests that fall outside of current DTS services and funding levels.

REQUESTS TO SERVE ELIGIBLE CONSTITUENTS UNDER CURRENT DTS FUNDING GUIDELINES (SENIORS, DISABLED, VETERANS)

DTS will approve requests for evening and weekend bus transportation that benefit these constituents at a reimbursement cost of \$35.00 per hour (pay for driver salary and offset fuel costs).

Service requests are to be limited to Gloucester County and Camden County areas. Service beyond these areas is deemed as charter type service and not permissible.

County appointed commissions and COUNTY sponsored events for senior citizens, veterans and disabled people will be charged to existing county funds allocated to DTS for these constituents.

Service will be approved contingent upon driver availability.

REQUESTS TO SERVE GENERAL PUBLIC EVENTS

Municipal Sponsored Events

Municipal sponsored events will be subject to the \$35.00 per hour rate for outside transportation requests.

Outside groups/agencies – non-senior, non-disabled, non-veterans

These requests will be denied* since DTS is not authorized to provide these services and has no funding available to support these services.

*County Administration/Freeholders may decide that an occasional outside trip (not serving eligible residents) serves the public interest and can be provided by DTS. DTS would request reimbursement of \$50 per hour from the requesting agency/group to cover all expenses associated with this transportation.

GLOUCESTER COUNTY DEPARTMENT OF HUMAN SERVICES DIVISION OF TRANSPORTATION SERVICES

GENERAL STATEMENT

The Division of Transportation Services under the Gloucester County Department of Human Services provides service in a manner consistent with all applicable rules and standards established by Federal and State laws. Furthermore, the service is provided in accordance with the standards and procedures established by Federal and State funding sources.

ELIGIBILITY

The Division of Transportation Services provides service to Gloucester County residents who meet the criteria of our available funding sources. Services are available to Senior Citizens (60 years and older), Persons with Disabilities, eligible Veterans, Section 5311 eligible residents, Title XX eligible residents and residents eligible under WORKFIRST – NJ Legislation. Service is provided based upon an honor system (verbal verification from residents) unless written documentation is required by the funding agency. The Division of Transportation Services reserves the right to request verification of eligibility from residents for the purpose of meeting requirements of certain funding sources and/or to perform random sampling of residents to protect the integrity of the transportation services.

SERVICE DENIAL, SUSPENSION AND TERMINATION INFORMATION

The Division of Transportation Services reserves the right to deny service to Gloucester County residents who fail to use transportation in a responsible and courteous manner. The following list includes, but is not limited to, reasons for passenger denial, suspension and/or termination of transportation services.